OKQ8 Scandinavia

Sustainability Report 2017/18



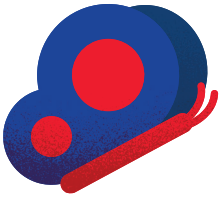
Table of contents

We are pleased to welcome you to OKQ8 Scandinavia's Sustainability Report 2017/18. As one of Scandinavia's leading fuel companies, it is important to explain how we take a proactive approach to reducing our environmental impact, while creating a positive effect on society.

This is OK-Q8 AB's Sustainability Report, and it is in compliance with both the Danish and the Swedish Annual Accounts Acts. OK-Q8 AB has its own offices and activities through subsidiaries in Sweden and Denmark, which make up the OK-Q8 group. The group also has a joint venture agreement in OK Detaljhandel AB, owned by OK Ekonomisk Förening. These constitute the name OKQ8 Scandinavia, which is one of Scandinavia's largest fuel companies.The Group is referred to as OKQ8 Scandinavia in this report. In cases where OK Detaljhandel AB is not included in the sustainability report, this is described either in text or footnote. Additional information on the Group's structure and its subsidiaries is provided in Chapter 3.

This report has been prepared in accordance with the GRI Standards: Core option.





01 Introduction

Welcome to this year's report 2
Key results of the year 3
The path to a long-term sustainable company 4

02 Sustainability per area

Life with OKQ8 Scandinavia 7
Our social commitment 10
We care about our customers 14
Meet one of our customers 16
Focus on sustainability in the supply chain 17
Fuels with the least possible environmental impact 20
Sustainable transports and storage 24
Our environmental work 25
Sustainable stations 28
We are preparing for the mobility of the future 30

03 Our company

About OKQ8 Scandinavia 31
Economy 34
Compliance and reporting 36
Goals and results 40
UN Global Compact 41
GRI content index 42



Welcome to this year's report

We know that transport today is responsible for around one-third of the total emissions of carbon dioxide emissions (CO_2e emissions). As a fuel and energy company, we bear a great deal of responsibility for the climate impact generated by transports. It also means that we play an important role in the pursuit for a more sustainable development.

If we as a company are to make any difference, it is essential that we set ambitious goals for how we can affect society in a positive direction. When we completed our own sustainability strategy, it was important to us that it tied in with the global initiatives for sustainable development. That is why our three long-term goals are based on three of the UN's global sustainable development goals: Reduced inequality, Sustainable cities & communities and Combatting climate change.

Through our sustainability strategy, we commit ourselves to reduce our environmental impact and generate a positive development on society in an economic and responsible way. Our strategy and goals also support the UN's Global Compact, as does our Code of Conduct, which is also based on the UN Global Compact's 10 principles, including human rights, working conditions, the environment and anti-corruption.

The fuel industry is constantly developing, and we need to be proactive to ensure that we remain relevant for our customers, our suppliers and our partners. We work ceaselessly to promote the development of more climate-adapted and environmentally-friendly fuels and products.

It is absolutely essential for our company's future that we think big and utilise social development to create sustainable solutions. Technical progress is opening exciting opportunities. We can already see initiatives in driverless cars, artificial intelligence and the development of electrical motors. But the potential is even greater. We must be at the cutting-edge of technical progress so that we are a driving force for tomorrow's sustainable solutions and, through that, a sustainable future.

Current and prospective challenges will impact our future and affect our business strategy. We must constantly adapt to meet challenges such as climate change, urbanisation and mobility, limited natural resources, digitalisation and electrification, as well as the phasing-out of fossil fuels.

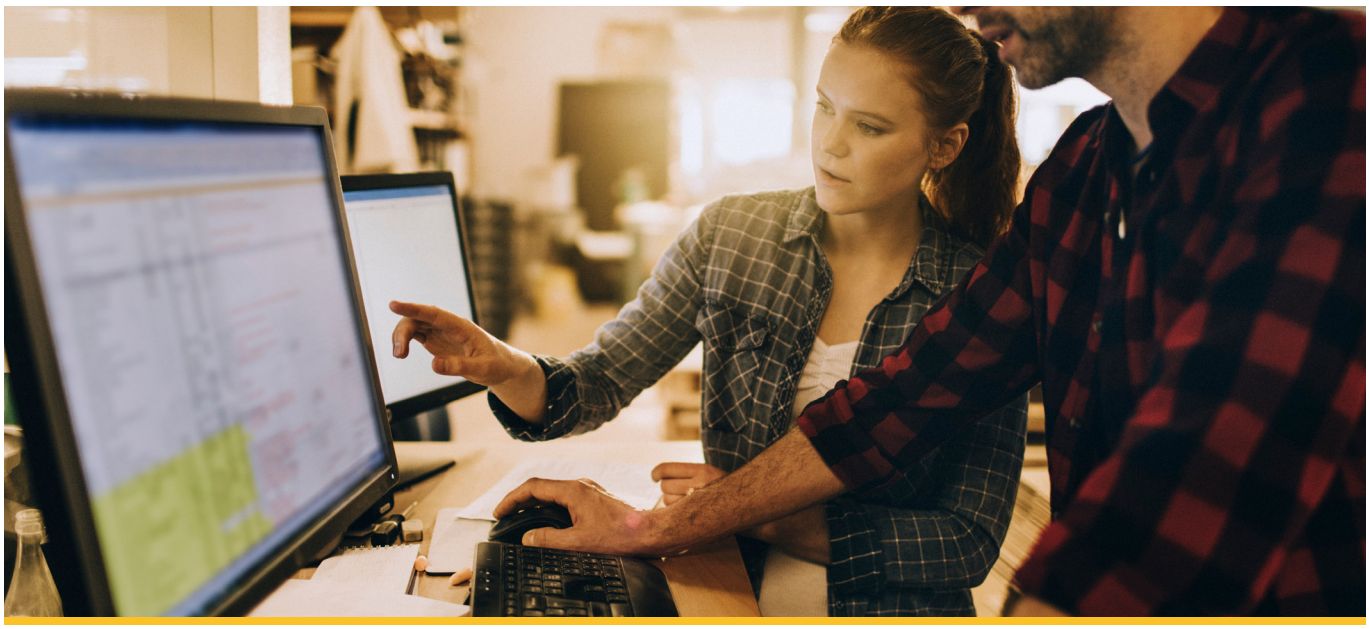
Sustainability in practice

As a natural part of our approach to sustainability we work actively to reduce both our own and the world's climate impact. Since 2014/15, we have reduced our CO_2e emissions by 31 percent per m^3 of sold product, and reduced our energy consumption by 12 percent per m^3 of sold product. Another focus area is our initiatives in social sustainability, where we work to achieve a workplace with equality and with employees who are happy and able to progress, and where differences are encouraged. We intend to be a company, which reflects society, with an inclusive culture that helps to reduce exclusion and supports diversity.

During the year, we supported refugees through initiatives such as offering internships and jobs for new arrivals. Our Christmas gift to Save the Children in Denmark and Sweden was a further way for us to help reduce exclusion among children and young people.

The year's Sustainability Report gives concrete examples and describes many of the initiatives we have taken to foster a better society, now and in the future. One example is our sustainable stations, which not only offer renewable fuel and quick chargers for electric cars, but are also operated with minimal environmental impact. These stations use 50 percent less electricity than traditional stations, and are an important component in our goal to reduce our CO_2e emissions by 20 percent by 2030.

J. Magnus Kamryd, CEO



Key results of the year

Energy

⬇ 12%

We have reduced our energy use by 12 % per m^3 sold product since 2014/15

CO_2e

⬇ 31%

We have reduced our CO_2e emissions by 31 % per m^3 sold product since 2014/15

Social initiative

7,000

Thanks to the Solvatten project, 16,000 people have access to clean water.

Sustainable Brand Index

We are the industry leader in the fuel category in Sweden

Employee satisfaction

⬆ 3,15

Employee satisfaction index has increased from 3.01 to 3.15 on a scale from 1 to 4

Financial results

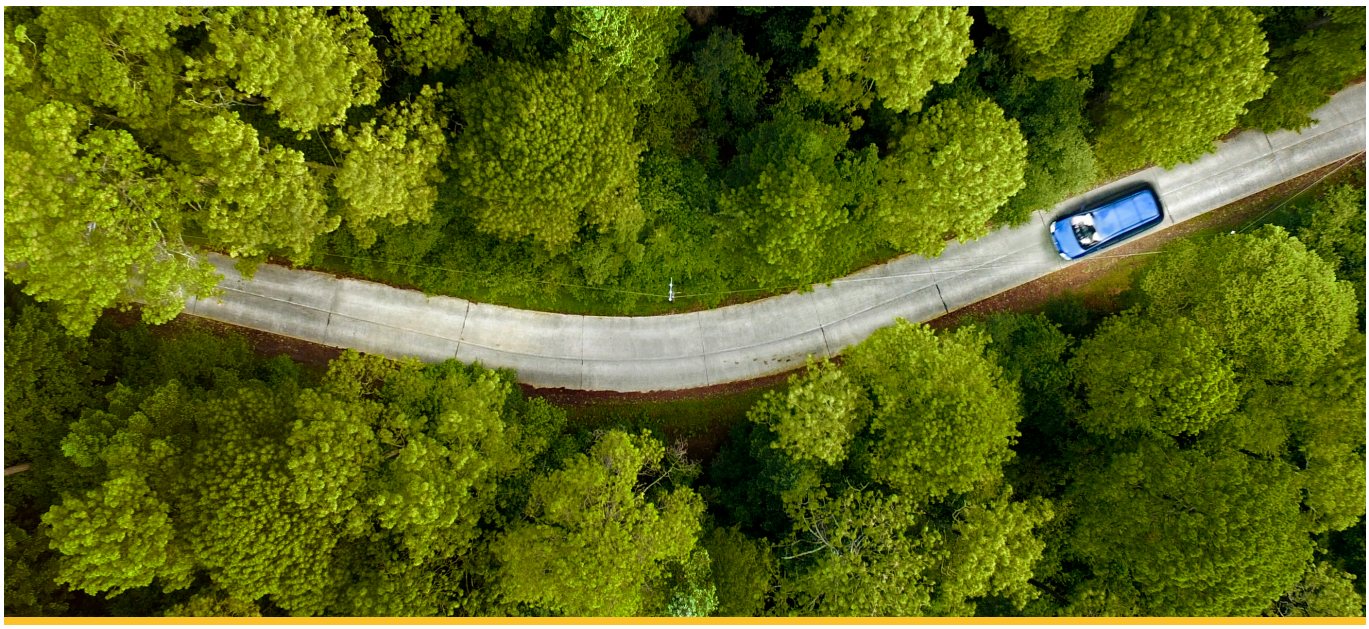
507 MSEK

OK-Q8 Group's combined profit in 2017/18 after tax

LinkedIn

During the year we have increased our number of followers to over 10,000 in Denmark and Sweden





The path to a long-term sustainable company

Through a materiality assessment, we have reviewed every part of our company. The assessment gives us an overview of our most important challenges, risks and opportunities.

With the help of external stakeholders and our internal Sustainability Council, which consists of representatives from every division within OKQ8 Scandinavia, we have identified a number of areas within sustainability, where we intend to prioritise our efforts and set goals.

We are in ongoing dialogue with our stakeholders, including customers, public agencies, interest groups and industry organisations. On the basis of their views, external trends, risk assessment and the input from the Sustainability Council, we have carried out a materiality assessment. Based on the results of the assessment, the Sustainability Council provides recommendations for strategies, goals and activities for our sustainability efforts.

The materiality assessment is an overall assessment of the areas which are significant or which constitute a risk to our company and stakeholders. The assessment takes into account the environmental, social and economic factors.

The most significant risks and how we handle them

Through our risk assessment, we have identified the most significant risks in relation to our business activities and which imply a negative impact in the following areas: Environment, social issues and personnel, respect for human rights and counteracting corruption. We then identified the business risks for these areas, as illustrated on page 5.

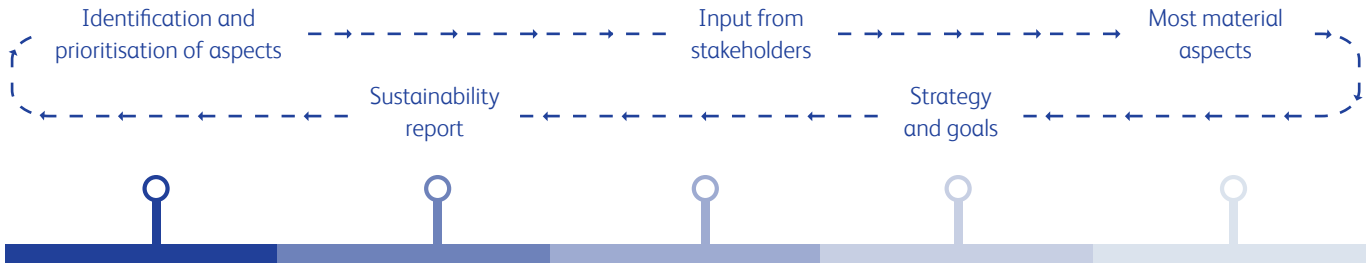
Of the identified risks, spills and leakage are regarded as significant and are therefore considered as an area of action. This is coherent with the assessment of stakeholders and the Sustainability Council. All other risks are managed and described in the report under the relevant area.

Over and above the needs of stakeholders and business risks and opportunities, we have also taken account of external trends in identifying the most important areas in relation to sustainability. External trends are a factor, which we cannot affect, but which we must find a way of relating to. External trends include climate change, urbanisation and mobility, resource limitations and a growing middle-class, as well as digitalisation and electrification. Our most important areas are shown in the illustration on page 5.

In our decisions, we also take into account the environmental review of the part of our organisation, which is environmentally certified under ISO 14001. This is a long-term and effective approach to sustainability, which also benefits our business.



Stakeholder dialogue & materiality assessment



Stakeholder dialogue
We recognize the importance of dialogue with the stakeholders that are important to our business success. Part of our stakeholder process is to review our stakeholder groups each year, and to identify the most important ones, so we can have a constructive dialogue about challenges and opportunities in sustainability.

The dialogue ensures that our sustainability work is relevant and moving in the right direction. The dialogue with our stakeholders has mainly been through individual interviews with representatives from the various stakeholder groups. They have prioritised the areas that are of paramount importance to them and contributed with overall views on the direction of our sustainability efforts.

Our most important stakeholders

Customers
Owners
Politicians
Authorities
Suppliers
Industry organisations
Employees
Partners
State and municipalities
NGOs
Media

Sustainability strategy

We want to reduce our environmental impact and create a positive effect on society in an economic and responsible way

Areas for social responsibility

- Environment
- Social issues and personnel
- Respect for human rights
- Counteracting corruption

Current and potential risks

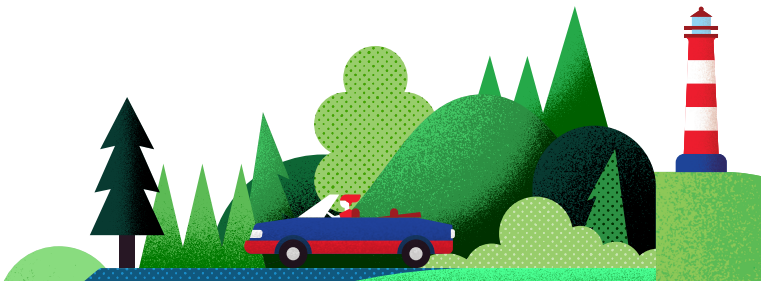
- Spills and leakage
- Fraud
- NGO activities at our locations
- Dependence on key individuals
- Terrorist attacks
- Fire and explosion
- Violation of human rights by suppliers

Most important areas

Climate change | Biodiversity and land use | Air quality | Political decisions | New business areas | Health & Safety

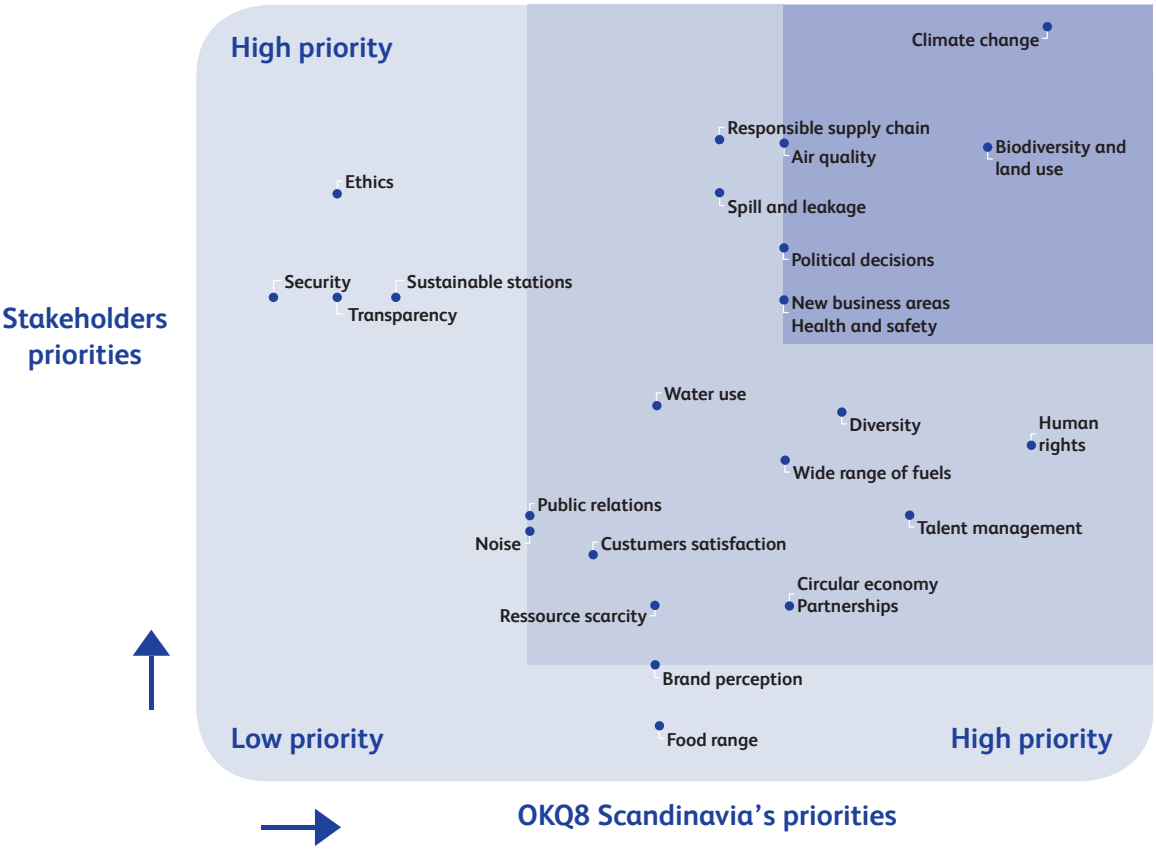
Goals

- We will be in Top 50 on the Universum "Most Attractive Employer" ranking by 2025
- We will be in Top 50 on the "Sustainable Brand Index" by 2025
- We will reduce our CO_2e emissions from own operations by 20 % by 2030 per m^3 of product sold (base year 2014/15)



Materiality assessment

Our materiality assessment provides us with guidelines for developing our strategi and goals for sustainability



Strategy	Challenges based on the UN's sustainability goals	Goals and opportunities
We want to reduce our environmental impact and create a positive effect on society in an economic and responsible way	Inequality within and among countries must be reduced	We will be in Top 50 on the Universum "Most Attractive Employer" ranking by 2025
	Cities and local society must be inclusive, safe, resilient and sustainable	We will be in the Top 50 in the "Sustainable Brands index" by 2025
	Climate change and its impacts must be combated	We will reduce our CO_2e emissions from our own operation by 20 % by 2030 per m^3 of sold product (base year 2014/15)

The Sustainability Council

Every division in OKQ8 Scandinavia is represented on the Company's Sustainability Council. The Council meets regularly and based on the strategy, goals and activities for sustainability are proposed. These are approved by management before implementation in the business areas.

Sustainability work 2018/2019

The following will happen within OKQ8 Scandinavia over the next year:

Network of quick chargers

During 2018, a network totalling 30 quick chargers for electric cars will be installed at our stations in Denmark and Sweden. They are part of the EU project, GREAT, which will establish a green motorway from Stockholm to Hamburg.

AdBlue-pumps

The exhaust cleaning additive, AdBlue, prevents hazardous nitric oxide emissions by converting nitric oxide into safe nitrogen and water vapour. We will continue to install pumps dispensing AdBlue for private cars and commercial vehicles in Denmark and Sweden.

Sustainable car washes

We will build 50 new car washes in Denmark and Sweden over the next three years. The car washes have built-in water purification and environmentally-approved Swan-labelled products. We are involved with the lobbying organisation, Sustainable Carwash in Sweden, which works to reduce the level of car washing in the streets.

Employer branding

For us, it is vital to be an attractive employer for both existing and potential employees. Our goal is to be in top 50 of Nordic's Most Attractive Employer ranking by 2025.

New Swedish legislation

On July 1, 2018, the new reduction obligation act will take effect in Sweden. The legislation involves a reduction in greenhouse gas emissions from traditional fuels. Another proposal from the Swedish government concerns changing the sustainability criteria for biofuels. The final negotiations in EU will take place during 2018 on the Renewables Directive that regulates the raw materials which can be used.



Life with OKQ8 Scandinavia

The goal is to be a more attractive employer

We work with clear goals for constantly being an employer that is seen as attractive. During the year, we continued with our initiative, Life with OKQ8 Scandinavia.

If we are to achieve our ambitious goal we need to show both existing and potential employees what we can offer. For that reason, we have condensed this into four focus areas which describe what we, as a company, offer.

- Courageous leaders – we encourage our leaders to be courageous in taking decisions and driving our business forward.
- Family and leisure time – we value a sound work/life balance, and we encourage rest and recuperation during free time.
- Development & talent – we foster talent and offer training to employees who intend to develop themselves or increase their expertise.
- Flexible workplace – We are mobile, and we believe that a flexible workplace makes us more effective and more receptive.

Wide range of training courses

We provide many opportunities for education and training to develop our employees. For example, we organise an annual *Leader Day* for our 130 or so leaders from Denmark and Sweden. This year the theme was Employer Branding. For future leaders in OKQ8 Bank, Shared Service and Customer Service, we started a pilot project during the year called, *Talent in Motion*.

Our unique *Mentoring programme* is aimed at people in a leadership position, who would like to improve their leadership skills. The programme involves personal meetings over a period of twelve months, with a mentor from the organisation. The programme focuses on developing leadership in relation to business development, values, strategies, effective teams, personal leadership and development. This is a highly respected programme, which attracts a large number of applicants.

Employee Satisfaction Index

Since 2014, we have carried out an internal employee survey twice a year - the Employee Satisfaction Index. The results have improved from an average of 3.01 to 3.15 in 2017 on a scale of four, which we are extremely happy with. The response rate in 2017 was no less than 93 percent.

A full 40 percent of our employees would recommend OKQ8 Scandinavia as a workplace

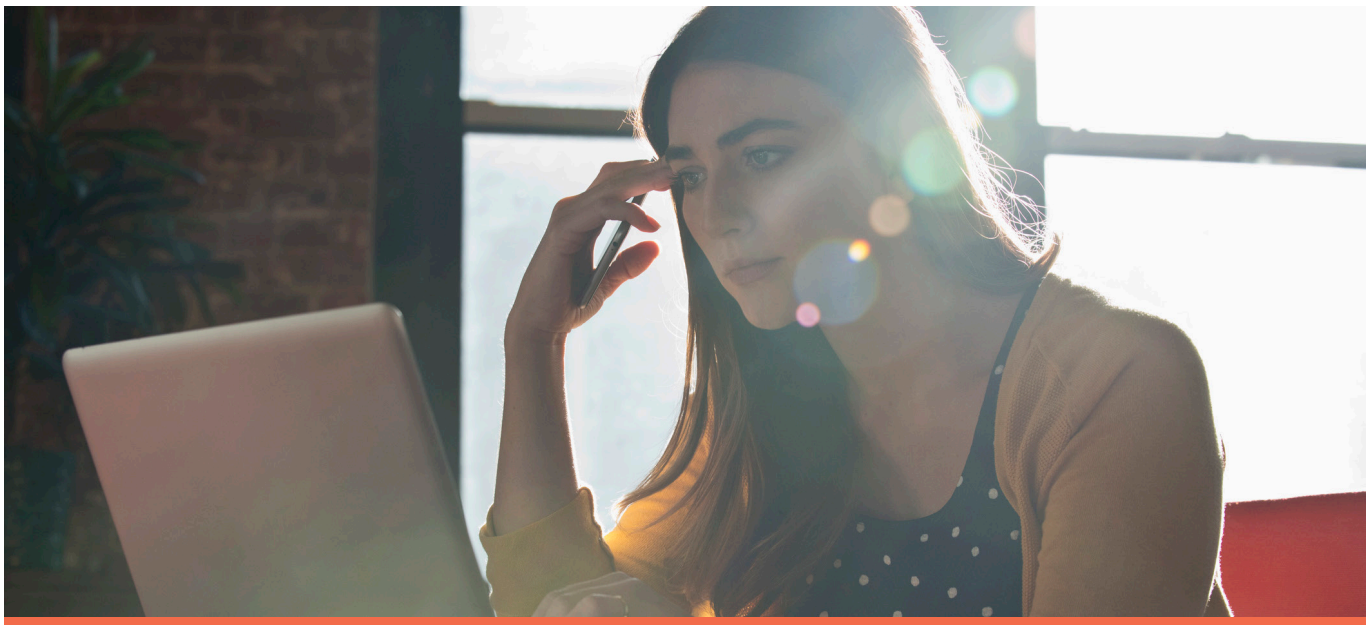
Survey: Nordic's Most Attractive Employer

During 2017, jointly with Universum, we analysed our place in the survey: Nordic's Most Attractive Employer. One overall goal is that by 2025 we will be among the top 50 companies in Universum's ranking. The survey shows that we are in a space between 110-150.

The balance between work and leisure time is the thing which is valued highest when today's young people choose an employer.

Source: Nordic's Most Attractive Employer ranking 2017





Health and safety

We work strategically and operationally with health and safety at our stations and depots, as well as at our offices. Based on risk assessments and safety visits, we have mapped our health and safety work. Starting from these, we can then set goals and establish which preventive activities we need to focus on.

A fundamental part of our approach to health and safety is our management system: How we do things, which largely follows the standards: OHSAS 18001 (health and safety) and ISO 14001 (environment). This involves 18 different processes including handling incidents and crises, audits, Safety Walks, risk assessment, handling suppliers, environment, health and safety and security. Oops & Ouch are our digital tool for reporting undesired incidents. Around 1,000 undesired incidents are reported in the system each year. The purpose of reporting incidents is to enable us to constantly improve and create a safer and more secure working environment and to reduce our environment impact.

Safety Walks

Safety Walks are carried out several times per year at each station, depot and office. The aim of the Safety Walks is to identify and eliminate possible causes of incidents. During 2017/18, 2,275 Safety Walks were carried out, which is above our target of 2,000. This signals to our employees that we take health and safety very seriously and always have the area in mind.

We carry out audits each year in accordance with our audit plan. Audits can be carried out by us, by our owners or by an external player, such as a certification audit. The aim of these audits is to assess whether the management system is being complied with, and that it is generating value and efficiency.

Training portal

On our training portal, we offer a range of online courses and training modules on security, health and safety and environment. Certain courses are mandatory, while others are voluntary. The training is registered and forms the basis of our training index which is calculated as the number of training hours per employee. This year, we achieved a training index of 3.74, compared to our target of 3.7.

As part of our preventive work, we have an excellent benefits pogramme for all employees, such as a health contribution which can be used by every employee. We measure absence due to illness carefully and look specifically at how we can reduce work-related absence due to illness.

We have a health and safety committee in both Denmark and Sweden, wich are composed so that all employees are represented. The health and safety committees meet twice a year to follow-up and discuss work-related issues and incidents, as well as to decide which work-related activities should be carried out during the year.

For just over a year now, the employees at the office on Sveavägen in Stockholm have worked in an activity-based environment. Instead of traditional office rooms, we share resources and places. We have more meeting places and premises adapted to meet various needs.

The development of health and safety

Based on our management system: How we do things, we work with continuous improvements in the health and safety area. Focus on improvement lies in mental health and safety, where perhaps the biggest challenges are in relation to a tougher social society. We have had an increasing number of reported incidents between 2016/17 (808 pcs.) and 2017/18 (943 pcs). The number of reported near misses has been contant throughout the same period. Compared to last year, the number of personal injuries and the number of days absence has increased by 30 percent and 20 percent, respectively.

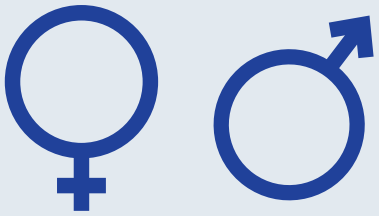
Employees

	Number of employees	Employment contract		Employment type	
Total	**3,001***	Permanent Women/ Men	Temporary Women/ Men	Full time Women/ Men	Part time Women/ Men
Denmark		565 / 524	36 / 28	158 / 154	443 / 398
Sweden		692 / 627	279 / 250	372 / 442	599 / 435

* Includes full time, part time and hourly paid employees

Employee categories

	Women	Men
Board, Q8 Danmark A/S	33 % (2)	67 % (4)
Board, OK-Q8 AB	25 % (2)	75 % (6)
Management	67 % (4)	33 % (2)
Total number of employees at OKQ8 Scandinvia	1,572	1,429



52 % **48 %**

The company's distribution of women and men

Sick leave

	2017/18	2016/17	2015/16
Denmark	**1,9**	2,11[1)]	3,3
Sweden	**5,4**	5,9	5,7

1) Due to new payroll system, an average of 9 month is reported

Incidents

	Own locations				Contractors			
	Number of incidents		Incident index*		Number of incidents		Incident index*	
Type of incident	**2017/18**	2016/17	**2017/18**	2016/17	**2017/18**	2016/17	**2017/18**	2016/17
Crime**	**245**	243	**12.6**	12.6	**27**	24	**2.75**	2.76
Personal injuries	**117**	85	**6.00**	4.41	**51**	42	**5.19**	4.83
Near misses	**259**	242	**13.3**	12.6	**128**	136	**13.0**	15.6
Fatalities	**0**	0	**0**	0	**0**	0	**0**	0
Customer related incidents	**27**	29	**1.39**	1.51	**12**	7	**1.22**	0.81

* Incident index: Number of accidents x 200,000 per number of hours worked
** Contains only external incidents such as robbery, fraud, burglary and violence

Employee accidents with lost working days

	LWC[1)]		LWC Severity[2)]		LWC Severity rate[3)]	
	2017/18	2016/17	**2017/18**	2016/17	**2017/18**	2016/17
Own employees	**14**	12	**7.07**	3.42	**5.08**	2.13
Contractors	**5**	4	**6.60**	10.8	**3.36**	4.96

1) LWC (Lost workday cases) – Number of accidents wirh lost working days
2) LWC Severity – Number of lost workings days per LWC
3) LWC Severity rate – Number of lost working days at employee accidents x 200 000 per number of hours worked



Our social commitment

We help young people to find work

In 2014, we started *Youths On Their Way* in Sweden, an internship programme with the pupose to reduce exclusion for individuals within the framework of the Swedish Public Employment Service job guarantee for young people. This means that we take on interns for three months to give them experience of working life. Through our customer service in Avesta, we take on around 50 young people every year. By far the most important things for us is that our internships will lead to actual work, and, to date, 40 percent of our interns have found a job after a year or so, which we are very pleased with.



After the internship I got a job at OKQ8 Scandinavia

Interview with Katarina Bogic, 22 years old, who participated in the internship programme, Youths On Their Way and then was employed on a project.

How did you come into contact with our internship programme?

– I had recently graduated in communications and PR, and I was looking for a job through the Swedish Public Employment Service. I was asked if I would be happy to accept a job as an intern, and I said yes.

What qualifications do you have?

– I completed my degree in Communications Science at Jönköping University last June.

How long did your internship last, and what were you working on?

– I got an internship within the Communications Department at OKQ8 Scandinavia's office in Stockholm. This lasted for three months, and then turned in to project employment, which, of course, was really cool. My title is Communication Assistant, and I am involved in a range of communications work.

Congratulations! What advice would you give to other people in the same position as you were?

– Go for it, even if it might be financially tough. I really wanted to get into working life, preferably in Stockholm, but that means really hard competition. If you want something badly enough, you can make it happen.





This has really become a win-win situation, both for us as a company and for the people taking part. The programme has generated internal pride in what we as a company do, and at the same time, we have been able to utilise valuable knowledge.
Martina Stenberg, Head of HR

Short way helps new arrivals

During the refugee wave of 2015, OKQ8 Scandinavia saw an opportunity to offer work to newly-arrived academics. It is important for us that we are a part of society and provide help where it is needed. That is why we then developed a mentoring programme, which is aimed at academics who have recently been granted residence permits. The aim is to introduce them to Swedish working life, and, so far, 15 people have joined the programme, which involves working at any of our offices in Sweden.

Jana moved to Eskilstuna from Croatia three years ago. She holds a Bachelor's degree in Business and Economics from the University of Belgrade.



It means a lot to have the opportunity to work as an intern. It was very difficult for me to come from another country and find a job, despite the fact I have qualifications. The internship at OKQ8 Scandinavia has enabled me to learn a lot about the culture at Swedish workplaces, and this is incredibly valuable. After the internship, I found a job as a Finance Assistant in the Finance Department at Shared Services in Västerås – it feels fantastic, of course.
Jana Perovic Jovanovic, Economic Assistant





Managers encourage young people

In Denmark in 2017/18, we supported the Association of New Danes mentoring programme, *Break Youth Unemployment Now!* Job-seekers between the ages of 15 and 30 take part in a boot camp, where they are given help with job-seeking tools and personality tests. They are also given the opportunity to meet employers. Station managers from OKQ8 Scandinavia are enthusiastically involved, and also act as mentors. This also helps develop their leadership qualities.

We are involved because we want to make a difference. Since many of the employees at our stations are young, we have the opportunity of offering employment after the completion of the boot camp. On average, eight out of ten of the young people are in work, internships or training.



Cathrine Klokkedal, project leader, the Association of New Danes about Break Youth Unemployment Now!

Break Youth Unemployment Now!

In what ways does Q8 support the project?

– Q8 supports Break Youth Unemployment Now! by developing and taking part in our boot camps, our mentors, providing financial support, generating PR and offering their premises. For us, it is incredibly valuable.

What does this support mean for you?

– It enables us to offer young people more than just mentoring, which is our main activity. Some of the young people feel that it is challenging to find a job. At our boot camps, they are given help in writing job applications and CVs, learn to network, take a personality test and role-play practice employment interviews with a range of people, including managers from Q8. Afterwards, some of the young people also want to have a mentor.

How do you view your collaboration with Q8?

– They are a committed partner and are really enthusiastic about making a difference for young people, partly because Q8 has a large number of young employees. We are proud of the collaboration and usually emphasise how it is possible to achieve a great deal with limited resources. A number of other companies have shown interest in working with us in the same way.

How do the results look?

– Since 2014, over 400 people have taken part. Almost 80 young people have then gone on to a mentoring programme, twelve of these with station managers from Q8. Eight of these young people later found jobs in one way or another, which is fantastic.

What will happen in the future?

– We will continue with our boot camps, as they are popular in many municipalities. Several people have asked whether we can do more, but, unfortunately, that would take resources which we do not have. I have heard that OKQ8 Scandinavia in Sweden has had excellent results with their interns, and it could be exciting to try a similar model here in Denmark.

8 out 10

Youths receive work, internship or education after participating in the mentoring program Break Youth Unemployment Now!

We sponsor Solvatten in Uganda

Sustainability is a constant focus area in everything we do. That is why it is important for us to participate actively in society and show a social commitment.

Since 2015, we have sponsored a water purification project, Solvatten in Uganda, which aims to distribute water purification containers to vulnerable families. Every time a car is washed in one of our car washes, a Ugandan family gets four litres of clean water. Today, with the help of our customers, we have provided 60 million litres of clean water. That is incredibly rewarding.

30 litres

A Solvatten container contains ten litres of water, and can purify up to 30 litres of water per day using sunlight alone. It can be used for seven years and gives during that period approxemately 60,000 litres. The water in the Solvatten container can be up to 75 degrees which means that the energy use for water heating is reduced and trees in the immediate area can remain. No batteries, filters or chemical additives are needed - just the sun

7,000

Thanks to the project, 7,000 people now have access to clean and warm water in their homes every day



One carwash at OKQ8 Scandinavia = 4 litres clean water to a family in Uganda



The car wash that does good

Each time a car is washed, a family in Uganda can get four litres of clean water. Since 2015, OKQ8 Scandinavia has sponsored Solvatten, and the founder, Petra Wadström, values this collaboration highly.

What does OKQ8 Scandinavia's support mean for Solvatten?

- In practice, this means that around 7,000 people now have access to two litres of clean water per person every day. In this case, there is a clear link between the environmental aspects, from carwash to clean drinking wate.r

How important is it for a company to show social engagement?

All companies should build this type of engagement into their values. There are many different solutions. It's a matter of visionary thinking and generating a greater value in what you do. The whole point is to make things better for the next generation. It is also a good thing when the employees can see that the company is not just interested in profit, but can also think long-term and with a human perspective.

How did you get the idea of Solvatten?

– I met women who had problems with poverty, contaminated water and sick children. That's when the idea came to me of giving them a tool, which would utilise solar energy. Solvatten saves women and girls from having to walk long distances to collect firewood to heat up the water. Solvatten now has 240,000 users in 20 countries.

Is there any Solvatten user who particularly springs to mind?

– I remember in particular some female dairy farmers. They were forced to get up incredibly early to boil water to wash the cows' udders before milking. But now they just save water in a Solvatten container and don't have to get up so early. Thanks to clean udders and clean hands, the milk keeps fresh longer and brings in more money.

How is the water purified?

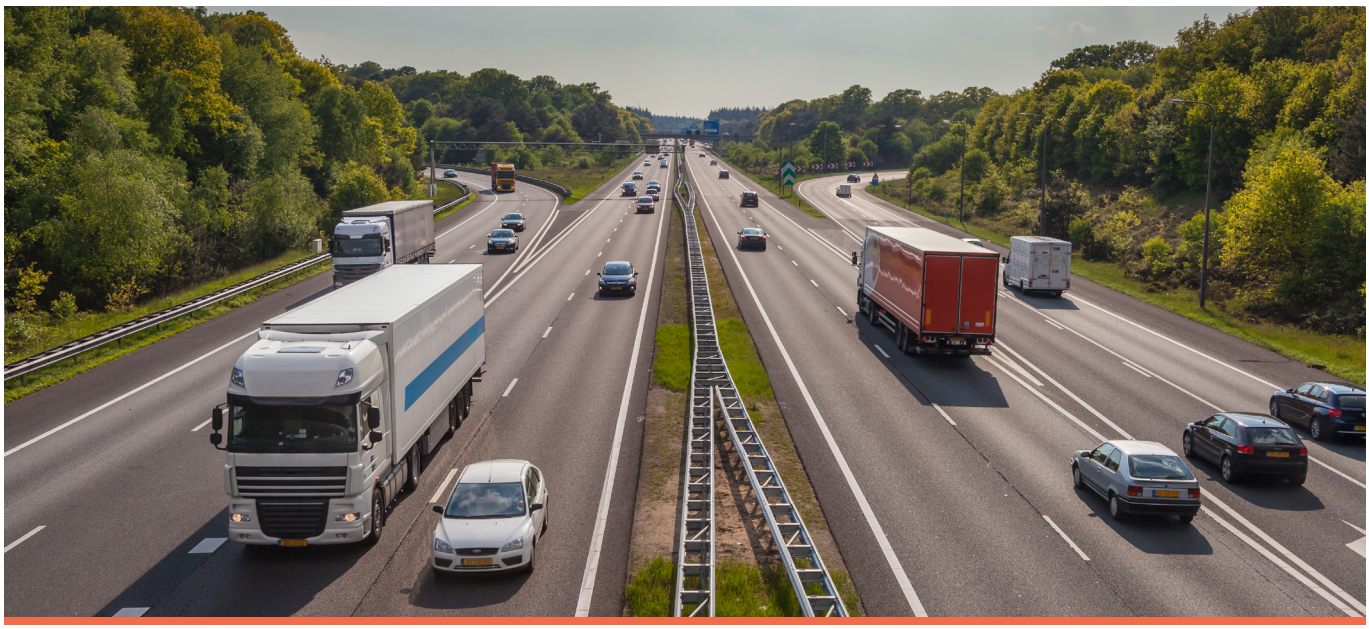
– The black Solvatten container, which contains ten litres of water, can be opened like a book. When it is exposed to direct sunlight, the water is purified by the heat of the sun and by UVA and, especially, UVB light. The sun disinfects the microorganisms, and neither filters nor chemicals are necessary. When the water has been purified, an indicator moves from a red, sad man to a green, happy man. In Uganda, the whole process takes around two hours, and the water is heated to around 75°c.

For how long does the Solvatten container remain usable?

– Used several times a day, it lasts for seven years. This is a long-term project. Our goal is to reduce infectious illness throughout the world. Two billion people across the world have hygiene-related infectious illnesses, often intestinal worms, and these are also a common cause of undernourishment. With improved hygiene and pure drinking water, the children are full of energy and can go to school.



Petra Wadström won the 2017 EU prize for female innovators



We care about our customers

We aim to be an enabler for people in motion, and always to be warm and welcoming. In recent years, we have taken a Lean approach, which helps us optimise customer satisfaction. Within this framework, we focus particularly on customer service. For example, our customers must always feel that they have received a personal welcome when they visit our stations or contact our sales people.

This is how we provide customer service

Around 120 people work in our Customer Service Departments in Sweden and Denmark. They answer questions and provide help with everything from ordering a new credit card to answer questions about our assurance products.

Working smarter

During 2017, we prepared forecasts for the staffing of Customer Service. Staffing is based on a range of factors, including what the staffing was in the corresponding period of the preceding year, the particular day of the month and whether a campaign is in progress. Since we introduced this approach to staffing, we have seen clear and positive results, both in regard to well-being and customer satisfaction. In general, we have satisfied customers and a low turnover of personnel. If the employees thrive and have good opportunities to make a good effort, it is clearly noticed in contact with the customers.

> **I am totally committed to creating a better world by developing the people who work here**
>
> *Thorbjörn Bornsjö, Head of Customer Service*

We invest in leaders

During the year, we implemented a pre-leadership programme, attended by twelve employees. The aim is that they will be leaders in the future. During the eight-month long education, three of the participants already have a managerial position.

Mystery Shoppers

Five times a year, every station is visited by a Mystery Shopper, who assesses everything from how clean the toilets are to the level of service given by the employees. We use the results in a concrete manner in our improvement efforts, so that we can see the particular areas, which need greater emphasis on information and training.



Our Customer Service in numbers

1 million calls per year

200,000 e-mail or Facebook contacts

Phone queue times seldon over a minute

Our NKI (Customer satistaction index) is at 81 out of 100

With KPI (Key Performance Indicator) we measure how friendly and courteous we are perceived. Whole 92 percent of our customers think we live up to this





Meet one of our customers



Lena Sammeli-Johansson, Sustainability Manager at the forestry company, Sveaskog.

Sveaskog about cooperation with OKQ8 Scandinavia

> ***OKQ8 Scandinavia meets our most stringent sustainability standards***

Sveaskog is Sweden's largest forestry owner, with 14 percent of the productive forest land. Its core operation is the sale of timber, wood pulp and biofuels. OKQ8 Scandinavia has been a supplier to Sveaskog for over ten years.

What does the agreement between yourselves and OKQ8 Scandinavia involve?

– It is a framework agreement with a calculation formula controlling pricing. It is updated every fourteen days.

Why did you choose OKQ8 Scandinavia in particular?

– We chose OKQ8 Scandinavia because they were best positioned to deliver to various departments across Sweden and because they could supply HVO 100.

Was sustainability a parameter in your choice of fuel supplier?

– Absolutely. The sustainability perspective is vital for all our suppliers. OKQ8 Scandinavia meets our most stringent standards. When we consider sustainability, we include the social aspects as well as the environmental aspects.

Can you give some examples of the environmental aspect?

– As far as the environment is concerned, our ambition is to reduce our use of fossil fuels. That is why we are using HVO, for example. For us, it's important to have an ongoing dialogue with our suppliers about the development and use of fossil free fuels.

How do you approach social sustainability?

– This is an area where we and OKQ8 Scandinavia are on the same wavelength. Both companies are actively committed through initiatives such as the internship programme for young jobseekers. We are also two companies with a presence throughout Sweden. In many places outside the major cities, it is particularly important to be able to offer work to young people.

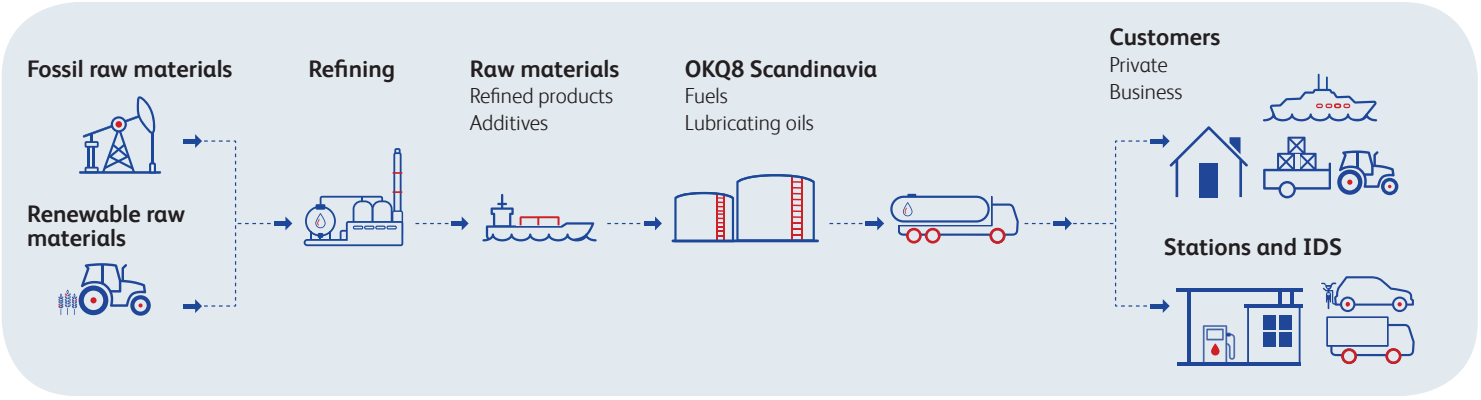
How does your future need of fuel look like?

– One of our sustainability goals is to reduce our CO_2e emissions. That's why we are making every effort to increase the use of fossil free fuels where possible. This is an area that we are constantly discussing, and I am well aware that OKQ8 Scandinavia has an excellent understanding of this.



Focus on sustainability in the supply chain

Our core business as a fuel and energy company is to buy and sell oil products which meet our customers' needs and requirements. Consequently, our environmental reporting focuses largely on our oil products.



Our supplier chain

Since we neither extract oil nor own refineries, we are relative latecomers in the process. We purchase both fossil and renewable raw materials in the form of refined products and additives. Our fossil raw materials are obtained from various Nordic suppliers. The crude oil we use comes primarily from Russia and the North Sea. Our renewable raw materials are agricultural products in the form of vegetable or animal-sourced oils from many different countries. The majority of the oil products are distributed to our depots in Denmark and Sweden.

We storage fuels at our depots, and blend in additives before they are distributed to our stations or to private and business customers. Lubricating oils are blended and packed at depots before they are distributed to customers. A large proportion of the used lubricating oils, for example from car workshops, are collected by us and returned to refineries for reuse, which generates both a financial and environmental benefit.



High standards for suppliers

We have high standards for our suppliers in relation to sustainability – in particular regarding traceability and working conditions. For that reason, our audit process is important and thoroughly conducted.

Basic requirements

We have signed up to the UN Global Compact, and when we select suppliers, we ensure that they are following these guidelines. Through the UN Global Compact, we support ten important principles for human rights, working conditions, the environment and anti-corruption.

Suppliers of fuels and lubricants

The fact that we neither extract oil nor own refineries ourselves, is something we regard as a strength. We are not bound to sell any specific product but can sell the products, which are demanded by the market and which we believe in. OKQ8 Scandinavia has eleven Nordic fuel suppliers, six of whom supply fossil fuels and five supply renewable fuels. We purchase finished products from refineries with which we have long-term relationships and which have a highly-developed approach to the environment and sustainability.

Dialogue and checks

Our Code of Conduct for suppliers is based on the ten principles of the UN Global Compact. During our annual procurement agreements, we require our suppliers to comply with this Code. Our collaboration is based on dialogue and shared values. As part of the procurement process, we review any certificates the supplier has achieved and the extent to which we assess that the company meets our standards. Through our thorough ongoing checks and audits, including those carried out by an independent third-party, we can be certain of a certain level of quality of our current suppliers. In the event of any irregularities, we can rapidly renegotiate or terminate collaboration. So far, we have never had any reason to do so, which is something we are very pleased about.

Suppliers of fossil fuels

Companies that supply us with fossil fuels undergo a particularly thorough review, since they represent a higher environmental risk. Our suppliers largely purchase their crude oil from Russia and the North Sea. The greatest risk in the fossil fuel supply chain is that we do not have full traceability. Our suppliers often know which countries the oil comes from, but raw materials from several different sources are mixed together in the final product. For that reason, we require our suppliers to assess and evaluate their suppliers in accordance with our Code of Conduct for suppliers, or their own equivalent Code of Conduct.

In connection with our third-party audits, we have identified risks relating to compliance with our Code of Conduct further back in the supply chain for fossil fuels. We have drawn attention to this and followed up to continue to improve product sustainability. The largest discrepancies are in raw material production, meanwhile we have excellent knowledge of and are very confident about our suppliers' commitment to the environment and social responsibility in the actual production of the oil products.

Suppliers of renewable fuels

When assessing renewable fuels, we also take into account a number of our own criteria and the UN Global Compact's 10 principles. For example, fuels must be produced in a way which does not violate human rights. With third-party certification, such as the ISCC (International Sustainability & Carbon Certification) and the RSPO (Round Table on Sustainable Palm Oil), as well as full traceability, we can trust the handling of renewable fuels. Monitoring is carried out through our control system, which follows the guidelines of the Act on Sustainable Criteria for Biofuels and Bio liquids. One of the purposes of the Act is to protect land which has a high level of biodiversity. We have been granted a "Production plant decision" by the Swedish Energy Agency, which guarantees that all biofuels handled are sustainable in accordance with the Act.

Environmentally labelled products

In addition to fuels we select products for our shops that are labelled with for example, Fairtrade and the Swan. The labelling means that they are controlled by a third party.



Questions and answers on how we review our suppliers:

What are the goals for relating to fuel suppliers and sustainability?
We will assess all fuel suppliers on the basis of a set of sustainability criteria.

What criteria are used to assess the suppliers?
Country of origin, raw material, whether the origin of the raw material is linked to social or ethical risks, which certifications are used to classify the raw materials and how the supplier apply to the appropriate ILO conventions.

What are the results?
In our assessment, three of our eleven suppliers are high-risk suppliers.

What happens with the high-risk suppliers?
We weight the various assessment criteria and, at the same time, we weigh what proportion of our fuel portfolio we purchase from the supplier concerned. On that basis, we then decide which suppliers we will audit in the near future. The aim is that all suppliers who are assessed as high-risk will be audited by a third party by 2018/2019.

How has this gone so far?
One of the high-risk suppliers have already been audited during 2017/2018. It is particularly in the fossil fuel supply chain that we find deviations. These are in the form of deficiencies in the audit of the social area where environmental impact assessments have been made. We have asked the suppliers affected to make an action plan for correcting this. In the renewable supply chain, there are more certifications with requirements for both social and environmental issues.

What happens after the audit?
We follow up on the action plan after one year to ensure that the high-risk suppliers are actively addressing the issues in concern.





Fuels with the least possible environmental impact

The greater part of our environmental impact comes from our fuels. That is why we are making every effort to increase the proportion of renewable fuels in our existing products, as well as offering completely renewable alternatives.

The existing vehicle fleet, in which 98 percent of all passenger cars have a conventional internal combustion engine, makes it essential to increase the proportion of renewable fuel in traditional petrol and diesel in order to reduce CO_2e emissions here and now. Legislation in Denmark and Sweden, which is influenced by new EU regulations, has a major impact on our approach to sustainability when it comes to fuels of the future.

An important part of our fuel strategy is to work with admixture, i.e. blending biofuel into traditional petrol and diesel, and thereby reducing CO_2e emissions. This helps in reaching the goal set by ourselves and by society of lower emissions of greenhouse gases. At the same time, we are in continuous dialogue with our suppliers about fossil fuels, and our ambition is to develop our sustainability efforts jointly with them. Through this, we are constantly improving our suppliers' knowledge and our ability to control the supply chain more effectively.

The transport sector's demand for renewable fuels means that we currently sell primarily fossil petrol and diesel. Accordingly, we have a vital duty to foster progress towards fossil free fuels by continuously improving our fuels, and making them more sustainable. In 2016, the proportion of renewable fuels in the transport sector as a whole increased, and constituted, on an energy basis, 19 percent of the fuel for transport on the Swedish market, compared with 14.7 percent in 2015.

OKQ8 Scandinavia's diesel now contains up to 40 percent renewable content, of which 35 percent is synthetic diesel (HVO) and 5 percent RME, as well as cleaning and protective additives for engines. As a result, CO_2e emissions have been reduced by up to 35 percent compared with fossil diesel. OKQ8 Scandinavia currently sells diesel with a 40 percent renewable content at around 450 sites in Sweden.

Quota obligation in Denmark

In Denmark, there is a quota obligation for fuels, and 5.75 percent of all energy sold in the form of liquid fuels for road transport must be renewable. The quota will increase to ten percent in 2020. We will, of course, comply with the legislation, and we are currently having ongoing discussions with suppliers, car manufacturers, partners, industry organisations and the authorities on how the CO_2e emissions can be reduced in a sustainable and long-term way.



Petrol with a high proportion of ethanol

We are working to increase the proportion of renewable fuels in fossil fuels, as this has an immediate impact. Autogas and electricity are other exciting alternatives that we offer and that could become even more important in the future. These alternatives, however, require new vehicles and infrastructure. At our service stations in the Stockholm area, we have a higher proportion of renewable fuels in our 95 octane petrol. The fuel contains up to 13 percent renewable content, compared to the normal five percent, which is possible through the admixture of renewable synthetic petrol. At present, insufficient volumes of this fuel are available to implement this at all our stations in the rest of Sweden or in Denmark.

Driving on rapeseed oil

Biodiesel on RME (rapeseed oil methyl ester) is another of the renewable fuels we mix in our diesel, up to five percent in Sweden and seven percent in Denmark. RME is based on rapeseed oil, and since it is manufactured from a renewable raw material this helps to reduce CO_2e emissions. Our RME is tailored for the Nordic climate, has excellent lubrication properties and is of the highest technical quality.

GoEasy - care for your engine

In Denmark during 2017, we launched a new Scandinavian fuel concept, GoEasy, with new additives in all our liquid fuels, which care for and clean the car´s engine. GoEasy makes the car more reliable, increases the engine performance and service life, and thereby reduces fuel consumption and CO_2e emissions. We intent to launch GoEasy in Sweden in 2018.

E85 reduces greenhouse gases

In addition to the synthetic renewable diesel, HVO 100, we have E85 in our range. This is a fuel which consists of both ethanol and environmental class 1 petrol. The mix is a little different between summer (85 percent ethanol and 15 percent petrol) and winter (76 percent ethanol and 24 percent petrol). Increased admixture of petrol in the ethanol makes it possible to start the engine without an engine heater when it is cold, and also reduces hazardous exhaust emissions. At present, our ethanol reduces CO_2e emissions by 55 percent compared to petrol.

Autogas which reduces emissions

We offer our customers in Sweden two varieties of autogas. Biogas 100 consists of 100 percent renewable biogas extracted from sources such as sludge from sewage treatment plants, manure, landfill sites and crops. The other autogas is Biogas Bas, which consists of a minimum of 70 percent renewable biogas and 30 percent natural gas, of fossil origin. In spite of the natural gas's fossil origin, it emits less CO_2e emissions than petrol and diesel.

Biodiesel reduces emissions by up to 90 percent

Diesel Bio HVO is our most environmentally-friendly diesel on the Swedish market. It is a completely renewable fuel, which is produced from vegetable and animal fats, including residual products and waste from abattoirs. This biofuel is verified as environmentally and socially sustainable. It reduces CO_2e emissions by up to 90 percent. The demand for biodiesel is increasing, which is a very positive trend for the environment. But, at the same time, it represents a challenge for the entire fuel industry, since access to the raw materials used in production is limited.

We have decided to permit our suppliers to expand the raw material base for the HVO they supply to us. At least 50 percent of all HVO must be based on abattoir waste. Over and above this, we also accept other residual and waste products, such as PFAD, Palm Fatty Acid Distillate.

At OKQ8 Scandinavia, our aim is to enable everyone to play their part in reducing CO_2e emissions. That is why we during 2017/18 opened more facilities offering Diesel Bio HVO, both for commercial vehicles and private cars.





More electricity charging points

Electricity is an important element of the mobility of the future. We offer our customers fast charging with electricity generated from solar, wind and hydro power. A full charge for a standard electric car takes around 20–30 minutes. In collaboration with E.ON, we are installing more quick chargers at our stations. By the end of 2018, we will offer quick chargers in at least 30 stations. E.ON is part of the EU project, GREAT, which involves 50 quick charging points in Sweden (in collaboration with OKQ8 Scandinavia) and 20 in Denmark, to electrify the route from Oslo and Stockholm to Hamburg.

Focus on green lubricating oils

Our range of lubricants is extensive. In total, we offer around 200 different lubricants under our Q8 Oils brand, ten of which are sustainable. The sustainable lubricants contain a base oil of vegetable origin, with the fat from rapeseed oil being refined into synthetic base oil. All our sustainable lubricants comply with the European standard, EN 16807:2016. This means that they contain at least 25 percent renewable components, and are at least 60 percent biodegradable in accordance with the OECD test 301 B/F. The majority of our sustainable lubricants also meet the requirements for environmental certification, and therefore we are making a determined effort to have them Eco label certified.

Our goal is that we in the future will develop, produce and sell only sustainable lubricants. At present, this is too expensive for the majority of our customers. Sustainable lubricants cost two or three times more than the equivalent fossil-based products. The reason for this is that the price of the crude oil for fossil-based lubricants is significantly lower.

But if demand rises, and production along with it, we can keep the price down. Currently, purchases of sustainable lubricants are most often customers or industries which are subject to various environmental requirements, such as state-owned forestry companies, or customers with their own environmental goals.

During 2018/19, we are focusing on marketing our sustainable products more intensively, and making them stand out among fossil-based lubricants. All 20-litre containers of sustainable lubricants have been fitted with green caps. On an ongoing basis, all the labels will be replaced to more clearly show that they contain sustainable lubricants.

PFAD

Since the end of 2016/17, we have accepted that our suppliers use PFAD as a raw material in the HVO that we market. But we do impose a limit of a maximum of 50 percent PFAD content. We now have no raw palm oil in our diesel. Those of our suppliers of biodiesel which adds PFAD only choose palm oil suppliers who are certified under the RSPO sustainability standard. This means, for example, that our suppliers' subsuppliers must comply with agreed codes of conduct, begin the process of certification and reject deforestation.

Facts PFAD

- Palm Fatty Acid Distillate is produced as a by-product from the production of palm oil, and is classified as residual product by the Swedish Energy Agency.
- During palm oil production, the primary aim is to extract palm oil for the food industry.
- The PFAD content of crude palm oil is five percent, and it is not possible to use this in food products. Since PFAD is a residual product, it does not lead to increased production.
- In addition, we use only certified PFAD, in accordance with the RSPO standard (Round Table on Sustainable Palm Oil). For 2017/18, there is no crude palm oil in our HVO.



Mattias Vendel, Program responsible within Emobility Nordic at E.ON.

Collaboration with E.ON around quick chargers for electric cars

Jointly with the energy company, E.ON, we are making it possible to charge electric cars all the way from the north of Sweden to the south of Denmark. This new green motorway is an EU project which leads all the way to Hamburg.

How do you see your collaboration with OKQ8 Scandinavia on charging points?

– E.ON is participating in the EU project, GREAT, under which charging points for electric cars are being installed in Sweden, Denmark and Germany. Charging takes around 20–30 minutes. The idea is to create a green motorway from Umeå in the north to Hamburg in the south. For some time, we have had a well-established partnership with OKQ8 Scandinavia related to biogas, and we are also responsible for the company's charging infrastructure in Sweden. In realising GREAT, OKQ8 Scandinavia is an important partner.

What does OKQ8 Scandinavia contribute to?

– When you are building a charging infrastructure, it is a challenge to find locations. You are competing with other types of companies, which is able to generate more money. Thanks to OKQ8 Scandinavia, we have access to two parking places at each selected station, with a total of around 30 completed or planned locations in Sweden and five in Denmark. OKQ8 Scandinavia has an extensive network of stations, and their willingness to contribute to this type of infrastructure is a great advantage.

What has happened in the project so far?

– To date, we have installed 35 of 50 charging stations in Sweden, and 10 of 20 in Denmark. They will be operational by the end of 2018. The charging points are used to differing extents, depending on where they are located in Denmark or Sweden. According to the industry organisation, Power Circle, around 17 kWh of charging takes place every day along the motorways, which is equivalent to around 350 kilometres driven. This number is low, but it is increasing steadily. The economics of building public charging points is a challenge, but at E.ON we intend to build a position on the market, and we believe that this will be a profitable business in the long run. If we are to succeed, we need to find strong partners now, and to continue to build an infrastructure, both on our own and with partners.

How do you see the future of electric cars?

– Electric cars are really nothing new. They were already around in the 19th century, and, at an early stage of the history of the car, there were more electric cars than cars with internal combustion engines. Other factors then contributed to fossil-fuelled vehicles dominating the market. In my view, the discussion about the advantages of electricity over fossil fuels is over. The only question is how long the transition to electricity and other renewable alternatives to fossil fuels will take.

30

That is how many minutes it takes to charge an electric car at a OKQ8 Scandinavia station. That charge is enough for around 150–250 kilometres driving with a full battery, depending on the car model.

45.000

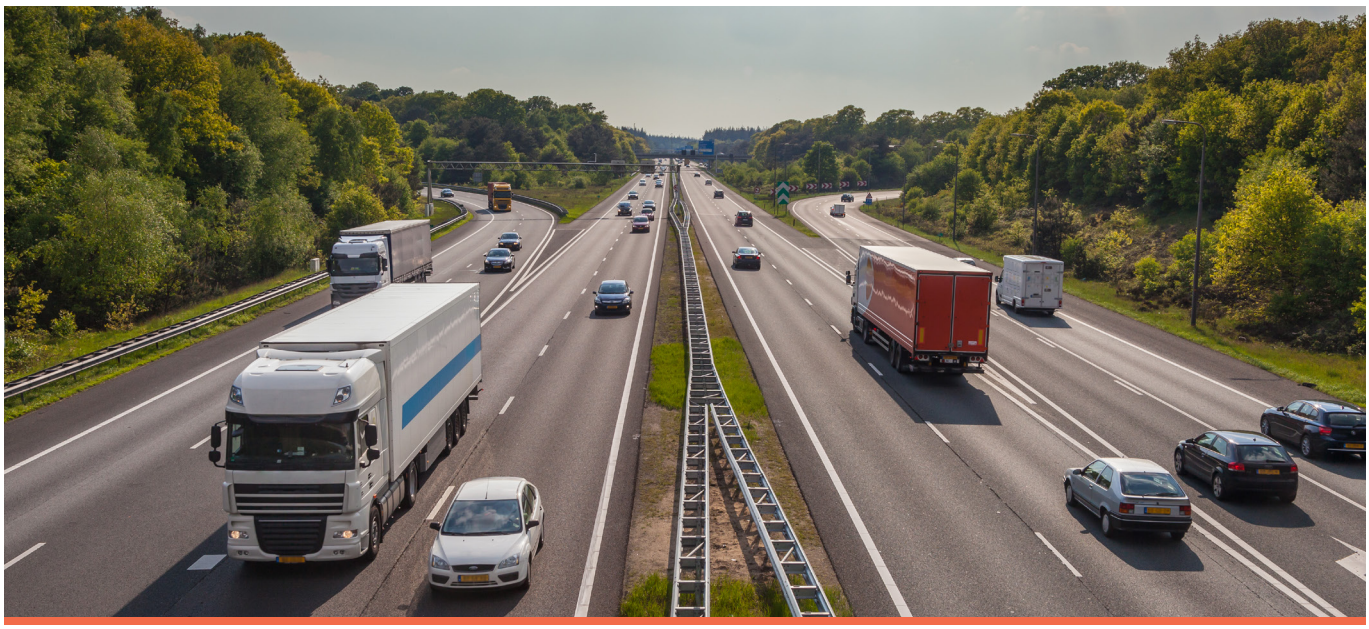
That is the number of electric cars in Sweden today, which is equivalent to one percent of the total vehicle fleet. Three-quarters of them are chargeable hybrid cars. In Denmark, the corresponding figure is under one percent.

GREAT – drive green from Stockholm to Hamburg

GREAT stands for Green Regions with Alternative fuels for Transport, and is a project intended to establish 70 charging points and three autogas stations along the main transport routes from Hamburg via Denmark to Oslo and Stockholm. OKQ8 Scandinavia will accommodate 25 charging points in Sweden and 5 in Denmark at its stations. The project is run by Region Skåne. The main partners are E.ON Sweden/Denmark, Fordonsgas Sweden AB, Nissan, Renault and the Danish Technical University, DTU in Denmark.

Would you like to read more about GREAT? See https://great-region.org/org/





Sustainable transports and storage

Fuel make up the largest environmental impact within transportation. For that reason, OKQ8 Scandinavia has taken a number of measures to reduce the climate impact of our transport and storage.

As members of the KNEG network (the Swedish acronym for climate-neutral goods transport by road), we aim to halve our CO_2e emissions by 2020 as compared with 2005. Certain parts of our organisation are ISO certified for both quality and the environment.

Our distributors have a modern vehicle fleet with vehicle computers and GPS, which helps reduce the total distance driven. They use diesel which has the highest possible proportion of renewable fuel added. Our distributors reduce the total distance driven by careful transport planning and route optimisation. They also maximise load capacity in each transport by combining the distribution of multiple products such as petrol, ethanol, diesel and heating oil.

The drivers are trained in economical driving to reduce the use of fuel. An ISA system (Intelligent Speed Adaptation) also helps the driver keep the correct speed, as well as reducing the vehicle's fuel use. We follow up on the emissions from distribution every quarter.

Quality certified depots and logistics

In total, we have ten fuel storage depots in Denmark and Sweden, and we also have access to an additional number through collaboration agreements. The logistics division are quality certified in accordance with ISO 9001 and environmental certified in accordance with ISO 14001. We are also covered by the EU Seveso Directive, which regulates how to limit the damage caused by accidents involving hazardous chemicals, such as fuels.

The goals for logistics

- We will reduce our CO_2e emissions from distribution by 20 % by 2030 per driven km, compared with the base year, 2014/15.
- We will reduce our CO_2e emissions from depots by 20 % by 2030 per m^3 driven product, compared with the base year, 2014/15.

Safety

We carry out comprehensive risk assessments on the transport and storage of fuels, and we prevent incidents through training and safety procedures. At least once per month, our distributors carry out extensive checks on, for example, tyres, and also ensure that fire extinguishers and absorption materials are available in the event of spillage.



Our environmental work

Our own operations contribute with only a small part of our total environmental impact. Even so, we have taken a large number of measures to reduce our environmental impact. Since 2014/15, we have made substantial progress towards our environmental goals. This has led to a reduction in our CO_2e emissions of 31 percent, and of 12 percent in our energy use. During this period, we have implemented many improvement measures and made extensive investments. The challenge is to reach the next level on the way towards our climate goals for 2030. This will require dedicated and tireless effort.

Focus on the most important areas

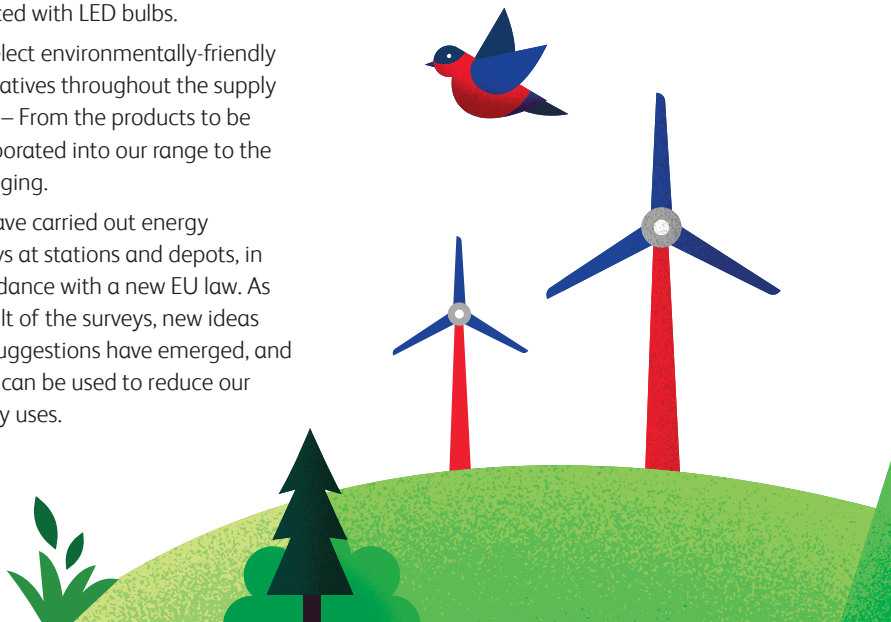
In our materiality assessment, we discovered that the climate impact of our energy use and CO_2e emissions are our biggest environmental impact. For that reason, we have developed concrete goals focusing on these areas.

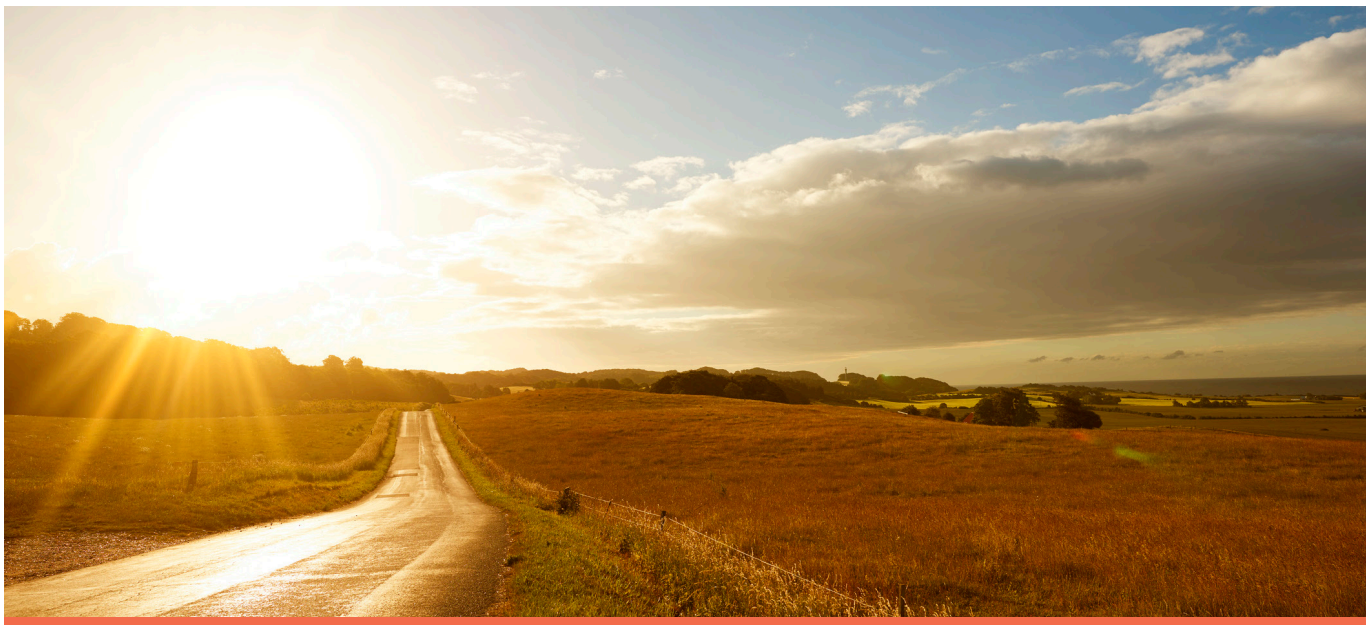
Spills and leakage, water consumption, waste, noise and air quality are other areas which we are also focusing on to improve. The materiality assessment also supports our ISO 14001 certified environmental management system in identifying and planning environmental improvements.

Small and large initiatives

This is examples of both small and large initiatives we have taken to reduce our environmental impact. Many of these have generated both environmental and financial gains.

- All fridges and freezers at our stations in Denmark now have doors instead of being left open. This uses less energy, which also reduces costs. In Sweden, we replace the open fridges to fridges with doors when their technical service life ends. All freezers are already equipped with lids and/or doors.
- Destroyed lightbulbs are being replaced with LED bulbs.
- We select environmentally-friendly alternatives throughout the supply chain – From the products to be incorporated into our range to the packaging.
- We have carried out energy surveys at stations and depots, in accordance with a new EU law. As a result of the surveys, new ideas and suggestions have emerged, and these can be used to reduce our energy uses.
- Pumps with the exhaust-cleaning additive, AdBlue, for cars, will be installed at 13 of our stations.
- We are involved in and promote the development of alternative solutions to fossil fuels. You can read more about fuels here.





Waste and recycling

To minimise waste and deal with anything that we can no longer sell, we use a range of innovative approaches:

- In Denmark, rum truffles are made from leftover Danish pastries.
- We reduce the price of items which are approaching their best before date.
- Too Good To Go in Denmark is fighting food waste by helping our stores sell their left overs through an app.
- We have increased our efforts in sorting waste at the source,, both at stations and at collection locations.
- We carry out a waste analysis before our waste is collected, with the aim of reducing CO_2e emissions.
- The majority of all windscreen washer fluid comes in plastic bags rather than (as previously) in bulky plastic containers.

Reduced energy use at our depots

Over recent years, we have focused on optimising energy at our depots, and this has been highly successful. Energy use at the depots has been reduced by 20 percent since 2014/15, which is equivalent to a reduction in CO_2e emissions of 58 percent. A major contributing factor in this is the switch from heating oil to more renewable energy.

Less spills and leakage

We are working systematically to prevent spills and leakage. The handling of spills is governed by strict rules and ongoing risk assessment. Through procedures, safety regulations, tests and compulsory training of our employees and distributors, we prevent spills and leakage as far as possible.

Spill zones are in place in the ground under all our stations. This enables all spills from the pumps to run down into oil separators, to protect the ground and the environment surrounding a station. Oil separators have also been installed in the ground at our depots, which receive and load fuels. We comply with the strict standards set by the authorities to protect both the environment and the people who work and live in the area.

Few spill accidents

In spite of safety measures, some spills which are difficult to contain do occur. During 2017/18 we had one significant spill in Stockholm, Sweden totalling 700 litres of petrol. A full remidiation was carried out with no damage to the environment.

A number of minor spills amounted to a total of 2,000 litres, of which 220 litres reached the environment. Full remidiation was carried out and there was no damage to the environment.

DripStop for diesel

To solve the problems of spills with diesel when fuelling, there is now DripStop on all diesel pumps. Using a stop function on the nozzle prevents the last drops of diesel from dripping onto the ground. As petrol does not drip in the same way as diesel from the nozzle, the need is not as big on the petrol pumps. If the last couple of drops go into the customer's tank rather than onto the ground, this will prevent at least 3,000 litres of diesel to be wasted.

CO_2e emissions					
Category	**Enhet**	**2017/18**	**2016/17**	**2015/16**	**2014/15**
Direct CO_2e – Scope 1[1)]	ton	**2,459**	2,841	2,891[4)]	4,047
Indirect CO_2e – Scope 2[2)]	ton	**9,591**	11,881	12,454	17,692
Other indirect CO_2e – Secope 3[3)]	ton	**11,616**	11,252	11,339	12,021
Total CO_2e	ton	**23,666**	25,974	26,684	33,761
Total CO_2e per sold m^3	kg/m^3	**7.34**	8.17	8.33	10.70

1) Scope 1: Direct CO_2e emissions from company controlled buildnings and vehicles.
2) Scope 2: Indirect CO_2e emissions from electricity and heat produced by other compny.
3) Scope 3: Other indirect CO_2e emissions which are not Scope 1 and 2, are from distribution, air travel and customer sales.
4) The large reduction of scope 1 emissions is due to the fact that we no longer distribute fuel with own trucks in Sweden.

CO_2e emissions from activities					
Category	**Unit**	**2017/18**	**2016/17**	**2015/16**	**2014/15**
Stations and IDS	ton	**9,327**	11,822	12,473	17,329
Distribution	ton	**11,293**	10,868	11,005	12,786
Production of lubricating olis	ton	**887**	953	1,006	1,188
Depots	ton	**294**	363	448	616
Business travels	ton	**1,754**	1,850	1,633	1,633
Offices	ton	**111**	117	120	209

Energy use					
Category	**Unit**	**2017/18**	**2016/17**	**2015/16**	**2014/15**
Non-renewable energy	kWh	**47,195,302**	52,491,566	55,691,415	62,408,990
Renewable energy[1)]	kWh	**79,933,598**	78,986,734	84,480,785	80,291,410
Total energy use[2)]	kWh	**127,128,900**	131,478,300	140,172,200	142,700,200
Renewable proportion of energy	%	**63**	60	60	56
Total energiy use per m^3 sold product	kWh / m^3	**39.42**	41.35	43.74	45.23

1) Includes renewable from electricity and drstrict heating
2) Energy type - 76.6 electricity, 19.9 % district heating, 3.2 % burning oil and 0.3 % natural gas

Development of the environment

Since 2014/15, the CO_2e emissions from our own operations have been reduced by 31procent and energy use was reduced by 12 procent. This significant reduction is mainly due to our efforts to reduce energy at our stations. At our depots, replacing heating oil with electricity and district heating has led to around 58 procent reduction of CO_2e emissions. Another reason for the reduction of CO_2e emissions is an increase in renewable energy in Denmark and Sweden, which has meant a decrease in the emission factors.

Our starting point is that the contribution to biogenic emissions is neutral, since the quantity of emissions of biogenic origin generated during the use of the fuel is equivalent to the quantity of emissions taken up by plants and animals in the primary production.



Sustainable stations

Welcome to a sustainable service station!

Ambitious sustainability targets run throughout our organisation, including the construction of new stations. In 2017, at Nykvarn, outside Stockholm, Sweden, we have built our eighth sustainable station based on environmental thinking throughout the process. The station offers quick chargers for electric cars, E85 and the diesel cleaning additive, AdBlue. The car wash has its own water treatment facility, and the sedum roof saves energy. All these are aspects which reduces the environmental impact. Come along on a tour around a state-of-the-art and environmentally-friendly station.

New, sustainable Danish stations

In Denmark, we will build seven new service stations along the motorway network over the next couple of years, and two of these will be manned. The stations will be completed during 2018/19, and the manned stations, which are being built on the Silkeborg motorway, will be built using our sustainable principles. Just like the Swedish stations, they will be built using glulam beams, and will have sedum plants as well as solar panels on the roof.

Our sustainable stations use up to 50 percent less energy than traditional stations

Linus Ekström, Manager Construction Projects





Framework of glulam beams
The laminated wood binds CO_2 and so reduces the energy needs of the building.

Carbon dioxide/CO_2 as a cooling agent
CO_2 or propane as the cooling agent in fridges, freezers and fast food fridges generates a lower impact on the environment than traditional fluoridised coolants.

LED lights
Low energy-consuming LED lights in all fittings is the obvious choice.

Geothermal heating and free cooling
The station is fitted with a geothermal heating system with free cooling. Geothermal heating is stored solar energy which is recovered from the ground. Through our geothermal heating installation, we minimise our CO_2e emissions during both heating and cooling.

Sedum plants
The plants on the roof provide insulation against both heat and cold. They also absorb the rainwater instead of letting it run into the drains. This improves the air locally, and also prevents the drainage system from being overloaded.

Quick chargers for electric cars
The chargers are part of the "green motorway" from Sweden and Norway south to Hamburg.

Environmentally-friendly jet washes
There is an indoor jet wash facility. This is equipped with both a water purification unit and an oil separator which means that used water is returned to the municipal water treatment plant. The jet wash facility, which is equipped with high-pressure water only, also reduces water use up to two-thirds.

Car care products by hose
In the jet wash, Swan-labelled car care products, such as degreasing agents and shampoo, are supplied by hose. This minimises use and waste through the reduction in plastic packaging.

Training
Our employees receive regular training to increase their environmental awareness, for example, in not allowing water to run, and by switching off lights if there is no motion-controlled lighting.

Solar panels
In Nykvarn, we have a large solar panel installation on the roof. This makes the station self-sufficient for heating and lighting during the sunny days.

We are also proud to have installed Sweden's largest solar panel system at another station in Västberga, outside Stockholm, during 2017. On the roof of our station in Västberga, we installed 232 solar modules. In total, the output of the solar panel system is around 70 kW, which is equivalent to generating 65,000 kWh (about the annual use of three average houses).

During 2017, we had a total installed output of around 120 kW, and this can generate approximately 110,000 kWh. During 2018, we will continue to invest in solar electricity, both at existing stations and at newly-constructed sustainable stations.





We are preparing for the mobility of the future

OKQ8 Scandinavia's role in society is to make things easier for people in motion. New technology, changed customer behaviour and the conditions in the market mean that our travel patterns, vehicles and preferences will change. This is the reason that we are carrying out intensive work to identify and develop new business.

Analysing the future

We constantly work to analyse how technology and market trends might change how people move, and the opportunities that this will bring. In collaboration with external experts, we have identified a number of trends which affect our organisation. These may, for example, involve technical progress linked to vehicles, where electric drive, data connection and driverless cars are exciting developments. But we are also looking at environmental and sustainability regulations as well as lifestyle and urban development trends. Many of these trends feed off each other, and together they form the future that OKQ8 Scandinavia will need to adapt to. On the basis of these trends, we have produced a number of scenarios for the mobility of the future.

What we are doing

We see that there are many exciting opportunities to broaden our business, and we strongly believe in creating new services in partnership with other players. There are many opportunities in new services for people on the road. These include new mobility services and being a service partner for vehicles, as well as travel hubs with services which make things easier for people every day. In general, we believe that various types of services will grow in relevance, even where the cars are electric and driverless. We are also very interested in the sharing trend which is growing increasingly strong. In this, we see a clear link to our cooperative heritage. The aim is to develop and launch future-proof services from both a commercial and sustainable perspective.



Three phenomena that affect our industry and our organisation:

- Almost all the major car manufacturers have announced that they will release models which are completely autonomous around 2020.
- Within five–ten years, electric cars will be cost-neutral compared to cars with internal combustion engines.
- Combined mobility solutions are growing strongly. These services are based on customers having access to a number of different mobility solutions via a digital interface, and selecting the vehicle which is appropriate for a specific journey.





About OKQ8 Scandinavia

Our organisation, our visions and our values

Organisation
OKQ8 Scandinavia consists of OK-Q8 AB in Sweden and its subsidiaries in Denmark. OK-Q8 AB is jointly owned by OK ekonomisk förening and Kuwait Petroleum International, with each having a 50 % stake in the company. The group has a joint venture agreement in OK Detaljhandel AB, owned by OK Ekonomisk Förening. This together constitutes the term OKQ8 Scandinavia, one of Scandinavia's largest fuel companies. OKQ8 Scandinavia has around 1,000 stations designed for both cars and commercial vehicles. Many of our manned stations offer car washes, indoor wash-it-yourself facilities, car hire and car workshops. We also market products such as fuel and lubricants for customers in agriculture, the transport industry, shipping, workshops and cycling. In January 2018, Magnus Kamryd took over as CEO of the organisation.

Vision and values
OKQ8 Scandinavia's vision, "we want to be an enabler for people in motion" is the basis of all our work. Our stations offer products and services which make things easier for people in motion. In addition to fuel, we provide the best service on the market, availability and a generous range of car products, everyday items, well-prepared fresh food and organic coffee. Our vision influences everything we do, from day-to-day operations to our overall strategy. It is clear in all processes, methods and personal contacts that this is part of our DNA.

Values
- Customer focus
- Open & honest
- Quick & flexible
- Competence

Our values permeate our work, in large things and in small. It is important to bear in mind that implementing our values is an ongoing process which never ends. New employees are trained to understand our values at an induction day which is held twice per year. Our values are an integral part of our daily work, and are essential parameters when our employees are assessed on their work inputs.

OKQ8 Scandinavias station network consists of approximately 1,000 stations - manned, unmanned and IDS in Denmark and Sweden

272

stations in Denmark – Q8, F24 and IDS

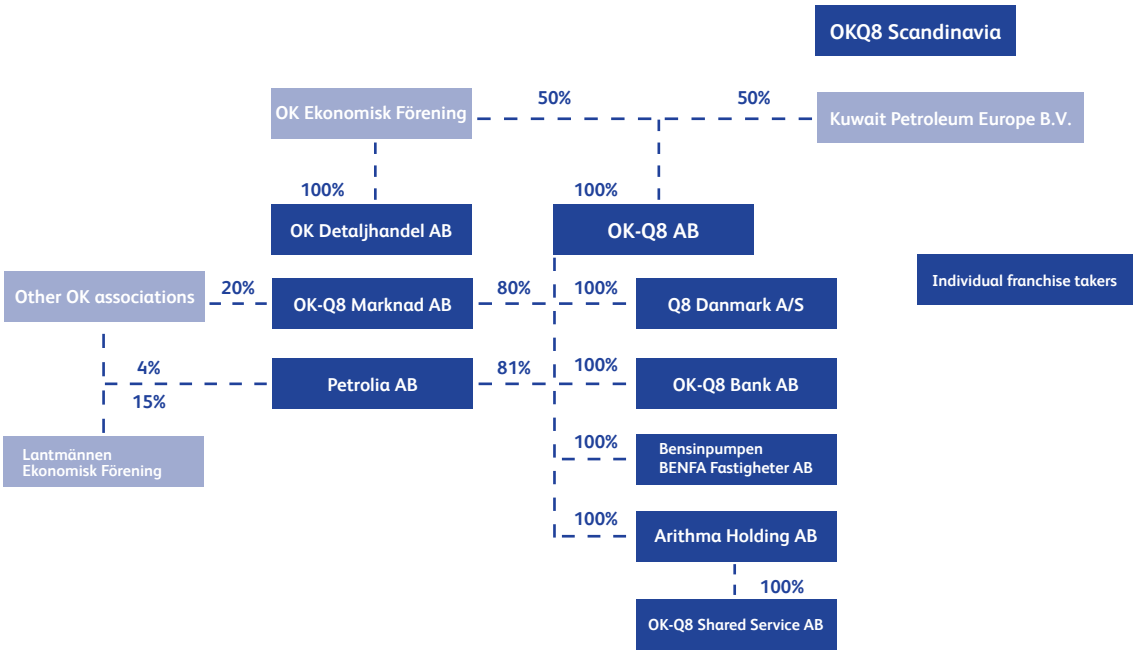
738

stations in Sweden – OKQ8, Minipris, Tanka and IDS

10 depots

3 in Denmark and 7 in Sweden

OK-Q8 Group legal structure



Governance structure

OKQ8 Scandinavia is governed by a separate Board of Managers and a Board of Directors, as required by Danish and Swedish law. The Board of Directors is responsible for the overall management of OKQ8 Scandinavia and the appointment and dismissal of the Board of Managers. The elected members of the Board of Directors are independent while additional members are elected by OKQ8 Scandinavia employees in Denmark and Sweden. The Board of Directors seeks members who bring professional expertise in areas that complement the company's needs, as well as a balanced age and gender distribution on the Board. The Board of managers is responsible for the company's day-to-day management and report on strategic performance to the Board of Directors quarterly.

Our business model

OKQ8 Scandinavia is one of Scandinavia's largest fuel companies. We operate in Denmark and in Sweden and our products are primarily intended for private and business customers in the two countries. On a yearly, we sell around 3 million m^3 of fuel.

OKQ8 Scandinavia does not itself produce fuel, nor do we purchase crude oil or refine petrol or diesel. We purchase all our products, both traditional and renewable, on the open market. Our suppliers are established mainly in Europe. Fuels are delivered to our depots in Denmark and Sweden, and then out to our stations, both manned and unmanned.

We also market products such as lubricating oil, heating oil and fuel for customers in agriculture, transport industry, shipping and workshops. For private citizens, we also offer heating oil, insurance and electricity. OKQ8 Scandinavia also operates and markets IDS (International Diesel Service) in Denmark and Sweden, to meet the needs of heavy traffic.

Our business is based on being an enabler for people in motion. Our goal is to be a profitable company through attracting new customers, creating new and developing existing sites and being at the cutting-edge of sustainable fuels.

Our work on sustainability aims to reduce our own and our products' environmental impact, and to create a positive effect on society. In our business development efforts, we aim to find new business beyond fuels.

Sustainability is highly visible in OKQ8 Scandinavia's top management, as this group is responsible for the company's sustainability strategy and goals. This group, consisting of CEO, CFO and directors from the company's four divisions, is also responsible for allocating resources and making decisions in economic, environmental and social areas. Management decisions are made on the basis of recommendations from the Sustainability Council.

By offering fuels and other car products and services, we help our customers move as sustainably as possible in urban environments, in the countryside and along the roads between. We are convinced that services in the form of car washes, indoor wash-it-yourself facilities, car hire and car workshops, everyday items, coffee, parcel pickup and more, will continue to be needed in the future.

We are also investing resources in supporting and developing renewable fuels and other solutions for the mobility of the future. In addition to reducing the environmental footprint of our own operation, we are also holding detailed discussions with customers and the vehicle industry to jointly find innovative ways of reducing CO_2e emissions and other forms of environmental impact from our fuel products.





External collaboration

We are committed to being a responsible company, and we support voluntary standards and principles.

The voluntary standards and principles we support

- Global Reporting Initiative (GRI)
- UN Global Compact
- Agenda 2030
- UN's 17 global sustainable development goals

UN initiative

OKQ8 Scandinavia supports the UN Global Compact's 10 principles on human rights, labour rights, the environment and anti-corruption, which were signed in 2014.

It is important that we are part of the great influential group which supports this global standard. The principles correspond to our own Code of Conduct, our approach to sustainability and our policy. Similarly, we support the UN's 17 global sustainable development goals in the development of our three sustainability goals.

Awards and prizes

During the year, we received many awards and prizes, and we are very proud of that. It tells us that we are on the right track in relation to sustainability.

Kuwait Petroleum (KPI) Excellence Recognition Award

OKQ8 Scandinavia took home four prizes when the winners of KPI's Excellence Recognition Award /ERA were selected.

- Fu-Ture & Solvatten – the children's book which tells the story of the Solvatten project in Uganda.
- Qvik Offer – the development and implementation of a digital and bonus campaign for the Qvik Offer.
- Double up – an improved bonus system for holders of the OKQ8 Visa card.
- Implementation of Quick-to-go in Sweden.

Sustainable Brand index

Industry Leader 2017 on the Sustainable Brand index in Sweden for the sixth time in seven years. Sustainable Brand Index™ is the biggest Brand survey in the Nordic countries with a focus on sustainability. Based on interviews with 32,000 consumers, the largest companies in the Nordic countries are assessed in relation to sustainability. The survey is based on the ten principles of the UN Global Compact, supplemented by the consumers' expectations of the companies.



Economy

The OKQ8 Group's collective financial profit after tax for 2017/2018 amounted to SEK 507 million. Despite the fall in profit, it is considered that our finances are stable, and this enables us to take a long-term approach to our social and environmental responsibilities.

Investment in renewing our station network continues, and that is why depreciation remains higher than in previous periods. We delivered higher volumes this year than last year, which we are very pleased with. The drop in profits in 2017/2018 are largely due to the impact on prices of our stocks. External factors which affected results were tax rises on fuels, price competition, the oil price and the weakness of the Swedish Krona. During our financial period, the world market price for fuels rose.

The prices for the raw materials for our fuels are subject to a number of external factors over which we have no control, such as the economic cycle and supply. These in turn are affected by geopolitics, natural phenomena and political concerns. Fuel prices in our sales markets are also affected by the rules governing renewable fuels, and how fuels are taxed.

OKQ8 Scandinavia is engaged in a number of social initiatives, which are intended to make a positive contribution to the environment and society in which we operate, including Solvatten and Save the Children.

We did not have any separate environmental investments or expenses during 2017/18.



Economic result				
Economic value – genererated and distributed (MSEK)	**2017/18**	**2016/17**	**2015/16**	**2014/15**
Revenue	**34,242**	31,868	32,293	36,436
Operating costs	**-17,859**	-14,935	-16,832	-21,381
Salaries and benefits	**-744**	-725	-721	-695
Point taxes - Sweden	**-11,615**	-11,644	-10,909	-10,419
Point taxes - Denmark	**-3,361**	-3,380	-3,428	-3,525
Corporation tax - Sweden	**-147**	-191	-100	-129
Corporation tax - Denmark	**-12**	-35	5	85
Net financial income	**6**	5	11	7
Donations	**-3**	-3	-2	-2
Result	**507**	**960**	**317**	**377**



Compliance and reporting

Policies

An important component in our sustainability strategy is to ensure that we have guidelines and objectives for how we approach our social responsibilities, and that our employees are informed about and are familiar with these. This means that we have policies for the environment, social and employment conditions, human rights, anti-corruption and bribery.

Safe, Sound & Sustainable

Safe, Sound & Sustainable is our policy for people and for the environment, and it applies to our entire company. The concept of SSHE (Security, Health & Safety and the Environment) refers to aspects, which affect the environment, employees and society. Through our Safe, Sound & Sustainable policy, we continuously assess the company's risks to reduce all negative impacts on society, including reducing climate impact.

Code of Conduct

We support, and base our internal Code of Conduct, on the UN Global Compact's principles on human rights, labour rights, the environment and anti-corruption and bribery. It follows from this that, in our own organisation, we support and respect protection for international human rights within the sphere which we can influence; enforce regulations on labour rights; accept a large degree of environmental responsibility throughout our organisation and do not accept any form of corruption and bribery.

OKQ8 Bank has processes both to counteract corruption and to facilitate the exposure of money-laundering.

In the same way, we have a Code of Conduct which our suppliers must follow and which are included in our suppliers' contract obligations.

Compliance

In accordance with Danish legislation, we have had a financial whistleblower system in place at Q8 in Denmark since 2014. This system was implemented in collaboration with the legal firm, Kroman Reumert, and guarantees that all employees are given the opportunity to report events linked to corruption and money-laundering. At the beginning of 2018/19, we are implementing a voluntary whistleblower system, which will apply to all our activities in both Denmark and Sweden. In more concrete terms, this means that all employees will be given the opportunity to report anonymously all serious events within OKQ8 Scandinavia relating, for example, to violations of human rights as well as in other areas described in our Code of Conduct. This whistleblower system will ensure that OKQ8 Scandinavia's ethics, operational culture and brand are upheld. The whistleblower system in OKQ8 Bank's operation was implemented on 1 January 2018, and will be fully implemented throughout the whole organisation during Q1 2018/19. Internal fraud is not reported in Oops & Ouch, and is therefore not included in our incident statistics. During the year there has been one serious case of internal fraud, and this type of incident is investigated separately in accordance with our internal process.



Reporting

This report covers the financial period 1 March 2017 – 28 February 2018, and is the OK-Q8 AB Group's fourth joint sustainability report. It has been produced in accordance with the Global Reporting Initiative's standards (GRI) at Core` level. The report has been reviewed by an external auditor who has expressed the opinion that the report conforms to the identified GRI areas. To determine the scope of the report, the starting point was in our value chain, and included the areas which we consider relevant to us. Accordingly, we have carried out an evaluation of the particular GRI topics which we wish to highlight in the report. A thorough materiality analysis was also carried out, in which both internal experts and selected stakeholders were given the opportunity to express their views with the aim of ensuring that our approach to sustainability is both relevant and effective. All reported data comes from various internal and external systems.

Health and safety

Reported data relating to health and safety covers all OKQ8 Scandinavia's own activities and employees. The reported data also covers employees at stations, which are operated on a franchise basis under our brand. Our distributors, who transport our products to customers and stations, are also taken into account in this report. Petrolia is not included in our reporting as they report incidents in their own system.

Social and financial data

Reported data relating to social and financial matters cover all OKQ8 Scandinavia's own activities and employees. Some financial data for 2015/2016 and 2014/2015 has been updated, so it no longer conforms to previously reported data. The changes are because we from 2016/17 are following the GRI reporting requirements for economics. OKQ8 Detaljhandel AB is not included in the financial data.

Environmental data

Reported data relating to the environment covers all OKQ8 Scandinavia's own activities. Environmental data also includes our distributors, who transport our products to customers and stations. Our reporting, on the other hand, does not include stations operated on a franchise basis. The environmental data also includes our energy use and greenhouse gas emissions (CO_2e), which have a major impact on the environment. Energy use is first of all based on data from our energy suppliers.

For CO_2e reporting, we use a Web-based system, CEMAsys, which is based on the Greenhouse Gas Protocol standard. The system uses conversion factors, which are recognised in both Denmark and Sweden. This means that we can guarantee a high standard of credibility for our data, since the conversion factors are automatically updated by the system owner. All data from the operating period 2014/15 is entered in the system.

Auditor's Limited Assurance Report on OKQ8 Scandinavia's Sustainability Report

This is the translation of the auditor's report in Swedish.

To OKQ8 Scandinavia

Introduction
We have been engaged by the Board of Directors and the Chief Executive Officer of OK-Q8 AB to undertake a limited assurance engagement of OKQ8 Scandinavia (as the organization is defined on page 32) Sustainability Report for the year 2017/2018.

Responsibilities of the Board of Directors and the Chief Executive Officer for OKQ8 Scandinavia's Sustainability Report
The Board of Directors and the Chief Executive Officer are responsible for the preparation of the OKQ8 Scandinavia's Sustainability Report in accordance with the applicable criteria, as explained on page 37 in the Sustainability Report, that are the parts of the Sustainability Reporting Guidelines (published by The Global Reporting Initiative (GRI)) that are applicable to OKQ8 Scandinavia's Sustainability Report, as well as the accounting and calculation principles that the Company has developed. This responsibility also includes the internal control relevant to the preparation of a Sustainability Report that is free from material misstatements, whether due to fraud or error.

Responsibilities of the auditor
Our responsibility is to express a conclusion on OKQ8 Scandinavia's Sustainability Report based on the limited assurance procedures we have performed.

We conducted our limited assurance engagement in accordance with ISAE 3000 Assurance engagements other than audits or reviews of financial information, issued by IFAC. A limited assurance engagement consists of making inquiries, primarily of persons responsible for the preparation of OKQ8 Scandinavia's Sustainability Report, and applying analytical and other limited assurance procedures. The procedures performed in a limited assurance engagement vary in nature from, and are less in scope than for, a reasonable assurance engagement conducted in accordance with IAASB's Standards on Auditing and other generally accepted auditing standards. The firm applies ISQC 1 (International Standard on Quality Control) and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements. Consequently, the procedures performed do not enable us to obtain assurance that we would become aware of all significant matters that might be identified in a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance conclusion.

Our procedures are based on the criteria defined by the Board of Directors and the Chief Executive Officer as described above. We consider these criteria suitable for the preparation of the OKQ8 Scandinavia's Sustainability Report.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion below.

Conclusion
Based on the limited assurance procedures we have performed, nothing has come to our attention that causes us to believe that OKQ8 Scandinavia's Sustainability Report is not prepared, in all material respects, in accordance with the criteria defined by the Board of Directors and the Chief Executive Officer.

Stockholm, 26 April 2018
KPMG AB

KPMG Statsautoriseret Revisionspartnerselskab

Tomas Gerhardsson
Authorized Public Accountant

Jon Beck
Authorized Public Accountant



Auditor's opinion regarding the statutory sustainability report

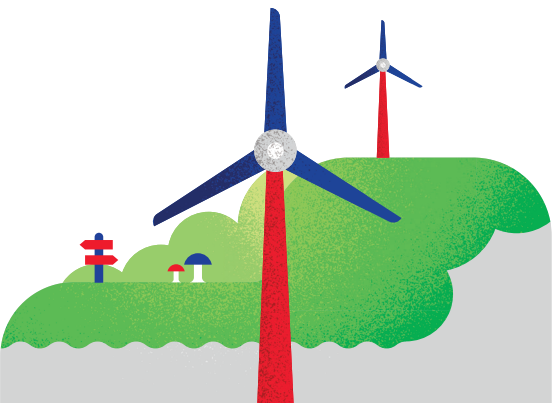
To the general meeting of the shareholders in OK-Q8 AB, corporate identity number 556027-3244

Engagement and responsibility
It is the board of directors who is responsible for the sustainability report (OKQ8 Scandinavia Sustainability report) for the year 2017/2018 and that it is prepared in accordance with the Annual Accounts Act.

The scope of the examination
Our examination has been conducted in accordance with FAR:s auditing standard RevR 12 The auditor's opinion regarding the statutory sustainability report. This means that our examination of the statutory sustainability report is different and substantially less in scope than an audit conducted in accordance with International Standards on Auditing and generally accepted auditing standards in Sweden. We believe that the examination has provided us with sufficient basis for our opinion.

Opinion
A statutory sustainability report has been prepared.
Stockholm, 26 April 2018
KPMG AB

Tomas Gerhardsson
Authorized Public Accountant



Goals and results

The Sustainability Council evaluates our goals and our progress at least once a year. When necessary, the goals are adjusted and renewed. All goals are linked to the highest priority aspects identified in the materiality analysis, and comply with our sustainability strategy. The table below shows our current goals and goal fulfillment.

	Goal	Year	Base line	Progress
Overall goal	**We will be in Top 50 on the Universum "Most Attractive Employer ranking"**	**2025**	**Not relevant**	**A survey shows that we are placed between 110-150**
LinkedIn	We will have 14,000 followers at LinkedIn	2018/19	Not relevant	Late February, we had 10,149 followers
Social initiativ	Short way– We will employ 10 interns	2017/18	Not relevant	During 2017/18, we employed 5 interns
	Youths On Their Way – We will employ 60 interns	2017/18	Not relevant	During 2017/18, we employed 51 interns
	Break Youth Unemployment Now! – We will complete 5 Boot Camps	2017/18	Not relevant	Under 2017/18, we completed 4 Boot Camps
Employee satisfaction (NMI)	We will increase NMI-index to 3,2	2020	Not relevant	In october 2017, we achieved an index of 3,15
Health & Safety	We have a vision of zero job related incidents with sick leave	Ongoing	Not relevant	Under 2017/18, we had 14 incidents with sick leave

	Goal	Year	Base line	Progress
Overall goal	**We will be in Top 50 on the "Sustainable Brand Index"**	**2025**	**Not relevant**	**A detailed report shows where we can improve**
Sustainable stations	In Sweden we will build one new station each, year according to our criteria for sustainability	Ongoing	Not relevant	In 2017, we have build a sustainable station in Nykvarn
	In Denmark our reconstructed stations must must live up to our criteria for sustainability	Ongoing	Not relevant	In 2017, we did not reconstruct any stations
Fuel	We will assess our fuel suppliers using established sustainability criteria	2017/18	Not relevant	All our fuel suppliers have been assessed
	High risk suppliers must be audited by third party	2018/19	Not relevant	One of our high risk suppliers has been audited in 2017/18
Electric chargers	We will install 30 quick chargers; 25 in Sweden and 5 in Denmark	2018/19	2016/17	During 2017/18, we have installed 17 quick chargers
Partnership	We will support the Solvatten project with around 1 SEK per car wash in Denmark and Sweden	2018/19	Not relevant	In 2017/18, we donated 2,399 MSEK to Solvatten

	Goal	Year	Base line	Progress
Overall goal	**We will reduce our CO_2e by 20% per m^3 sold product**	**2030**	**2014/15**	**CO_2e emission was reduced by 31 %**
Total energy use	We will reduce energy use from own operation by 20 % per m^3 sold product	2030	2014/15	Energy use was reduced by 21 %
Logistic	We will reduce CO_2e from distribution by 20 % per driven km	2030	2014/15	CO_2e emission was reduced by 8,3 %
	We will reduce CO_2e from depots by 20 % per m^3 driven product	2030	2014/15	CO_2e emission was reduced by 58 %
	We will reduce energy use from depots by 20 % per m^3 dispatched product	2030	2014/15	Energy use was reduced by 20 %
Lubricating oil	We will reduce CO_2e from Petrolia by 30 % per m^3 product produced	2030	2014/15	CO_2e emission was increased by 3 %

UN Global Compact

Principle		Page
Human rights		
Princip 1	Support and respect the protection of international human rights within its sphere of influence.	4-6, 18, 33, 36
Princip 2	Make sure that they are not complicit in human rights abuses.	4-6, 18, 33, 36
Labour rights		
Princip 3	Uphold the freedom of association and the effective recognition of the right to collective bargaining.	18, 36, 43
Princip 4	Eliminate all forms of forced and compulsory labour.	18, 36, 43
Princip 4	Abolition of child labour.	18, 36, 43
Environment		
Princip 7	Support a precautionary approach to environmental challenges.	18-19, 25-27, 42
Princip 8	Undertake initiatives to promote greater environmental responsibility.	18-19, 25, 29, 42
Princip 9	Encourage the development and diffusion of environmentally friendly technologies.	25-29
Corruption		
Princip 10	Work against corruption in all its forms, including extortion and bribery.	18, 36

GRI content index

GRI Standard	Disclosure	Comment / omission	Page
GRI 101: Foundation 2016			
GRI 102: General disclosures 2016			
102-1	Name of the organization	OK-Q8 AB and Q8 Danmark A/S and subsidiaries.	
102-2	Activities, brands, products, and services		31, 32
102-3	Location of headquarters	Arne Jacobsens Allé, 2300 Copenhagen S and Sveavägen 155, 104 35 Stockholm.	
102-4	Location of operations	Denmark and Sweden.	
102-5	Ownership and legal form		31, 32
102-6	Markets served		31
102-7	Scale of the organization		9, 31-32, 34-35
102-8	Information on employees and other workers	The majority of our activities are performed by our own employees.	9, 37, 42-44
102-9	Supply chain		17-19
102-10	Significant changes to the organisation and its supply chain	There have been no significant changes in the organisation, in ownership or in the supply chain.	
102-11	Precautionary Principle or approach	The precautionary principle is incorporated into Swedish legislation in Miljöbalken, the Swedish Environmental Code. In Denmark there are similar requirements in the Danish Environmental Protection Act. We consider the precautionary principle when purchasing goods and materials.	
102-12	External initiatives		33
102-13	Membership of associations	Swedish Petroleum and Biofuels Institute (SPBI), On the Road to Climate Neutral Freight Transportation (KNEG), Danish Oil Industry Association (EOF), Danish Central Stockholding Entity, Danish Industry (DI), Employer Association KFO.	
102-14	Statement from senior decision-maker		2
102-15	Key impacts, risks, and opportunitieS		4-6
102-16	Values, principles, standards, and norms of behavior		18, 31, 33, 36
102-17	Mechanisms for advice and concerns about ethics		18, 36
102-18	Governance structure		6, 32

GRI Standard	Disclosure	Comment / omission	Page
102-40	List of stakeholder groups		5
102-41	Collective bargaining agreements	All Swedish employees and Danish hourly paid employees are covered by a collective bargaining agreement, which corresponds to 92 % of all employees in the organisation.	
102-42	Identifying and selecting stakeholders		4-5
102-43	Approach to stakeholder engagement		4-6
102-44	Key topics and concerns raised	https://www.q8.dk/om-q8/csr-i-q8/csr/	4-6
102-45	Entities included in the consolidated financial statements	OK-Q8 AB, Q8 Danmark A/S and subsidiaries.	32
102-46	Defining report content and topic boundaries		4-6
102-47	List of material topics		5-6
102-48	Restatements of information	No significant changes compared to last year.	
102-49	Changes in reporting	No significant changes compared to last year.	
102-50	Reporting period	Financial year March 2017 - February 2018.	
102-51	Date of most recent report	May 2017.	
102-52	Reporting cycle	Yearly.	
102-53	Contact point for questions regarding the report	Alexandra William-Olsson, Head of Communication (alexandra.william-olsson@okq8.se) or Annette Hansen, Head of SSHE and Sustainability (annette.hansen@q8.dk).	
102-54	Claims of reporting in accordance with the GRI Standards		1
102-55	GRI content index		42-45
102-56	External assurance		38-39

Material topics

Economic performance			
	Disclosure	**Comment / omission**	**Page**
GRI 103: Management approach 2016		For financial results see OK-Q8 Group Annual Report.	
103-1	Explanation of the material topic and its boundary		1, 32, 34, 37
103-2	Management of economi		32, 34
103-3	Evaluation of management		34, 35
GRI 103: Economic performance 2016			
201-1	Direct economic value generated and distributed		34-35

Energy			
	Disclosure	**Comment / omission**	**Page**
GRI 103: Management approach 2016			
103-1	Explanation of the material topic and its boundary		25, 27, 37
103-2	Management of energy		2, 4-6, 20-21, 24, 25-26, 41
103-3	Evaluation of management		25-26, 41
GRI 302: Energy 2016			
302-1	Energy use		25, 27, 37
302-3	Energy intensity		25, 27
302-4	Reduction of energy use		25, 27, 41

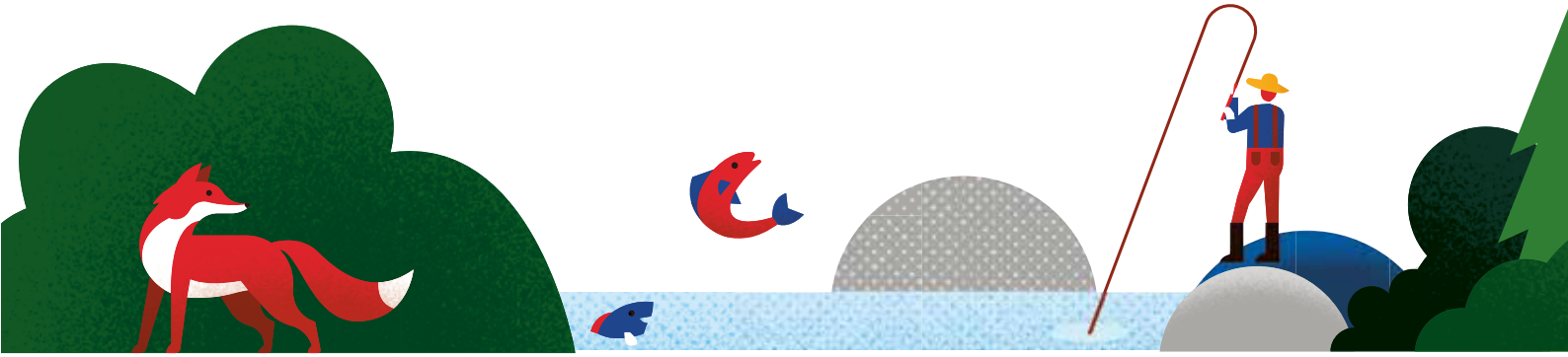
Biodiversity			
	Disclosure	**Comment / omission**	**Page**
GRI 103: Management approach 2016			
103-1	Explanation of the material topic and its boundary	Goals and metrics in this area will be published during the year.	5-6, 18, 22, 44
103-2	Management of biodiversity		18, 22, 44
103-3	Evaluation of management		22, 44
GRI 304: Biodiversity 2016			
304-2	Significant impacts of activities, products, and services on biodiversity	Biodiversity and land use is one of our most important areas. Potentially, many of our renewable fuels can come from agricultural products, such as palm oil, where there is a risk of biodiversity degradation. However, we have a policy that we do not use these types of products.	18, 22

Emissions			
	Disclosure	**Comment / omission**	**Page**
GRI 103: Management approach 2016			
103-1	Explanation of the material topic and its boundary		25, 27, 37
103-2	Management of emissions		2, 4-6, 20-21, 24, 25-26, 41
103-3	Evaluation of management		25-26, 41
GRI 305: Emissions 2016			
305-1	Direct (Scope 1) GHG emissions		27, 37
305-2	Indirect (Scope 2) GHG emissions		27, 37
305-3	Other indirect (Scope 3) GHG emissions		27, 37
305-4	GHG emissions intensity		25, 27, 41
305-5	Reduction of GHG emissions		25, 27, 41

Supplier environmental and social assessment			
	Disclosure	**Comment / omission**	**Page**
GRI 103: Management approach 2016			
103-1	Explanation of the material topic and its boundary		5-6, 17
103-2	Management of suppliers		17-18
103-3	Evaluation of management		18-19
GRI 308: Supplier environmental assessment 2016			
308-2	Negative environmental impacts in the supply chain and actions taken		17-19, 40
GRI 414: Supplier social assessment 2016			
414-2	Negative environmental impacts in the supply chain and actions taken		17-19

Occupational health and safety			
	Disclosure	**Comment / omission**	**Page**
GRI 103: Management approach 2016			
103-1	Explanation of the material topic and its boundary		4-6, 8
103-2	Management of health and safety		8
103-3	Evaluation of management		8-9
GRI 403: Health and safety 2016			
403-1	Workers representation in formal joint management–worker health and safety committees		8
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	We do not report by gender, as the information is not available.	8-9, 37

Training and Education			
	Disclosure	**Comment / omission**	**Page**
GRI 103: Management approach 2016			
103-1	Explanation of the material topic and its boundary		7, 8
103-2	Management of training and education		7, 8
103-3	Evaluation of management		7, 8
GRI 404: Training and Education 2016			
404-1	Average hours of training per year per employee	We do not report by gender, as the information is not available.	8
404-2	Programs for upgrading employee skills and transition assistance programs		8



Q8

OKQ8